

NOTICE
OF
MEETING

**INFRASTRUCTURE OVERVIEW &
SCRUTINY PANEL**

will meet on

TUESDAY, 6TH APRIL, 2021

At 6.15 pm

by

VIRTUAL MEETING - ONLINE ACCESS, ON [RBWM YOUTUBE](#)

TO: MEMBERS OF THE INFRASTRUCTURE OVERVIEW & SCRUTINY PANEL

COUNCILLORS SAYONARA LUXTON (CHAIRMAN), JON DAVEY (VICE-CHAIRMAN),
CHRISTINE BATESON, PHIL HASELER AND JOHN BALDWIN

SUBSTITUTE MEMBERS

COUNCILLORS NEIL KNOWLES, JOHN BOWDEN, SHAMSUL SHELMIM,
GURPREET BHANGRA AND GURCH SINGH

Karen Shepherd – Head of Governance - Issued: 25.03.21

Members of the Press and Public are welcome to attend Part I of this meeting. The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **If you have any questions about this meeting, including any opportunity for public participation, please contact Fatima Rehman (Phone: 01628 796251 fatima.rehman@rbwm.gov.uk)**

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AGENDA

PART I

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MEMBERS' GUIDE TO DECLARING INTERESTS IN MEETINGS

Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a DPI or Prejudicial Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

A member with a DPI or Prejudicial Interest **may make representations at the start of the item but must not take part in the discussion or vote at a meeting.** The speaking time allocated for Members to make representations is at the discretion of the Chairman of the meeting. In order to avoid any accusations of taking part in the discussion or vote, after speaking, Members should move away from the panel table to a public area or, if they wish, leave the room. If the interest declared has not been entered on to a Members' Register of Interests, they must notify the Monitoring Officer in writing within the next 28 days following the meeting.

Disclosable Pecuniary Interests (DPIs) (relating to the Member or their partner) include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit made in respect of any expenses occurred in carrying out member duties or election expenses.
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the relevant authority.
- Any licence to occupy land in the area of the relevant authority for a month or longer.
- Any tenancy where the landlord is the relevant authority, and the tenant is a body in which the relevant person has a beneficial interest.
- Any beneficial interest in securities of a body where:
 - a) that body has a piece of business or land in the area of the relevant authority, and
 - b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

A Member with a DPI should state in the meeting: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations on the item: ***'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Prejudicial Interests

Any interest which a reasonable, fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs the Member's ability to judge the public interest in the item, i.e. a Member's decision making is influenced by their interest so that they are not able to impartially consider relevant issues.

A Member with a Prejudicial interest should state in the meeting: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Or, if making representations in the item: ***'I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'***

Personal interests

Any other connection or association which a member of the public may reasonably think may influence a Member when making a decision on council matters.

Members with a Personal Interest should state at the meeting: ***'I wish to declare a Personal Interest in item x because xxx'. As this is a Personal Interest only, I will take part in the discussion and vote on the matter.***

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Public Document Pack Agenda Item 3

INFRASTRUCTURE OVERVIEW & SCRUTINY PANEL

TUESDAY, 19 JANUARY 2021

PRESENT: Councillors John Baldwin, Christine Bateson, Jon Davey (Vice-Chairman), Phil Haseler and Sayonara Luxton (Chairman)

Also in attendance: Councillor Gurpreet Bhangra, Councillor John Bowden, Councillor Mandy Brar, Councillor David Cannon, Councillor Gerry Clark, Councillor David Coppinger, Councillor Carole Da Costa, Councillor Karen Davies, Councillor David Hilton, Councillor Maureen Hunt, Councillor Andrew Johnson, Councillor Lynne Jones, Councillor Ewan Larcombe, Councillor Ross McWilliams, Councillor Helen Price, Councillor Samantha Rayner, Councillor Shamsul Shelim, Councillor Gurch Singh, Councillor Donna Stimson, Councillor Helen Taylor, Councillor Amy Tisi and Councillor Simon Werner

Officers: Emma Congerton, Simon Dale, Tim Golabek, Tracy Hendren, Chris Joyce, Fatima Rehman, Adele Taylor, Andrew Vallance and Adrien Waite

APOLOGIES FOR ABSENCE

None.

ORDER OF BUSINESS

RESOLVED UNANIMOUSLY: That the order of business as detailed in the agenda be varied.

APPOINTMENT OF CHAIRMAN

Councillor Baldwin nominated The Vice Chairman to be Chairman and was seconded by the Vice Chairman. A named vote was taken.

Appointment of Councillor Davey as Chairman (Motion)	
Councillor John Baldwin	For
Councillor Christine Bateson	Against
Councillor Jon Davey	For
Councillor Phil Haseler	Against
Councillor Sayonara Luxton	Against
Rejected	

This motion fell. A second motion was put forward by Councillor Haseler, who nominated Councillor Luxton to be Chairman and was seconded by Councillor Bateson. A named vote was taken.

Appointment of Councillor Luxton as Chairman (Motion)	
Councillor John Baldwin	Abstain
Councillor Christine Bateson	For
Councillor Jon Davey	Abstain
Councillor Phil Haseler	For
Councillor Sayonara Luxton	For
Carried	

This motion was carried.

DECLARATIONS OF INTEREST

Councillor Baldwin declared a pecuniary interest, as he had a property on Shoppenhangers Road. He was attending the meeting with an open mind.

MINUTES

RESOLVED UNANIMOUSLY: That the minutes of the meeting held on 11 November 2020 be approved as a true and correct record.

ORDER OF BUSINESS

RESOLVED UNANIMOUSLY: That the order of business as detailed in the agenda be varied.

ACTIVE TRAVEL MEASURES

Although the report had not been included on the Agenda at time of publication, the Chairman agreed to consider it as an urgent item, in accordance with Section 100B (4) (b) of the Local Government Act 1972 because the consultation was due to end on 9 February 2021.

Kevin Chapman, public speaker, said the proposed schemes were not required and were not a good use of money as traffic cutting was not a major concern. He felt the consultation process was flawed and leaflets needed to be sent to ensure elderly residents who did not have access to the internet were engaged. He felt the proposals led to a loss of diversion routes for traffic, should a major incident occur on Dedworth Road or Maidenhead Road. The schemes were unpopular with residents and similar works in other authorities were being removed due to vandalism and maintenance costs.

Susy Shearer, Secretary of Windsor and Maidenhead Cycling Action Group and former members of the RBWM Cycle Forum, said she hoped for officers to review discussions on 'Nextdoor' on the proposal. She addressed the constraints of the consultation due to COVID-19 that led to a restricted reach to residents.

Councillor Baldwin said the proposals for this tranche of funding had a short consultation timeline and the proposal was radically different to what was discussed, including half the amount of the original bid of funding and change of approach. The proposals were based on the best way to spend the money, which seemed injurious to the movement of traffic. It was suggested to either change the consultation period or withdraw the proposals. He said the consultation only provided yes and no responses, which limited the respondent in explaining their views.

Councillor Clark, Lead Member Transport and Infrastructure, said the proposed schemes were developed in accordance to the government's guideline to a modal filter and propensity to cycle. The consultation was to decipher the appetite for the schemes.

Councillor Haseler questioned how meaningful the consultation was, given residents not on social media were uninformed. He asked if Royal Mail could deliver consultation leaflets, with the costs covered by the government tranche.

The Vice Chairman said councillors were not advised of changes to the scheme and asked why the information was only released recently. The expansion of the scheme to cover the rest of Clewer and Dedworth, where there were not severe traffic congestion concerns, was unfair.

Chris Joyce, Head of Infrastructure, Sustainability and Economic Growth, said the Tranche 2 funding from the Department of Transport started in Summer 2020, which required local authorities to work at pace. Officers met with councillors to inform, gain feedback and help develop the schemes, and further information was provided in August 2020 to affected ward councillors. The purpose of the consultation was to gain feedback on the schemes and would only be taken forward if there was support for the scheme, with consideration to amendments at pace.

Councillor Jones, Old Windsor, said a part of her ward was affected and she was not informed. Residents queried why school street schemes were applied to streets that were not used for school access. She asked how the consultation was approved to be published without going through ward councillors and Infrastructure O&S first.

Councillor Hunt, Hurley and Walthams, said she was concerned about the lack of ward councillor knowledge of the proposals. The bus gate in Shoppenhangers Road was a concern for her ward residents, as it was the main arterial route for them to enter Maidenhead.

Councillor Tisi, Clewer East, said the final schemes proposed for public consultation were different from what was originally reviewed. It was suggested to have virtual village hall event to allow residents to drop-in and ask questions about the scheme. Chris Joyce said he would investigate the option for a virtual town hall setup.

Prior to the meeting, Councillor Haseler emailed three local schools in Cox Green to ask if they were aware of the consultation, to which they were not, and was informed this was due to a delay with Project Centre. Councillor Haseler asked who the decision makers were for the approval of schemes and the Panel was informed this was officers in consultation with the lead member, and the feedback could be brought to the O&S Panel.

Councillor Clark said he would be happy for officers to send questionnaires to a representative number of residents who do not have access to the internet to share their views on the schemes.

The Panel noted the item.

BUDGET 2021/22 REPORT

Councillor Hilton, Lead Member Finance and Ascot, introduced the item and invited the Panel to make comments on the proposed budget. The Panel was informed that they would only be considering areas that came under the Panels remit, and other O&S Panels were also being asked to comment on the budget prior to the report going to Cabinet and then Council to approve.

The Vice Chairman asked how the estimated pressure on reduced car parking income of £2.07mn was estimated and what the impact of this reduction would have on the parking service. Councillor Cannon, Lead Member Public Protection and Parking, said the estimated projection was based on the usage of car parks and analysis of existing

data from the support service. The budget was balanced in anticipation of not incurring £2.07mn.

Simon Dale, interim Head of Highways, said the estimated pressure figure was determined between service leads and accountants by reviewing the impact of lockdown restrictions on each parking facility. The loss of parking control notice income and pay-and-display effected the income. If the loss of income would be replenished from within the budget, plans to maintain car parks and provide a good parking service would continue.

Adele Taylor, Director of Resources, said the budget was balanced through ongoing funding and one-off funding due to the COVID-19 pressures. There was approximately £9mn worth of savings in the medium-term financial plan and £9mn of COVID-19 growth, funded through one-off sources for the financial year 2021/22. The budget showed the assumption of income expected to be given by central government through schemes such as the Sales Fees and Charges compensation scheme.

Councillor Jones asked how temporary the loss of parking income through regeneration would be and the Panel was informed that car parks were being closed and rebuilt, which would lead to a predicted loss of £440,000 income for this financial year. Each financial year would be looked in isolation.

Councillor Rayner, Deputy Leader of the Council, Resident and Leisure Services, HR, IT, Legal, Performance Management and Windsor, informed the Panel that reduced tourism was significantly impacted by COVID-19. It was projected that there would be a loss of £60,000 from the Tourist Information Centre by the loss of ticket sales, membership fees and advertising.

Councillor Baldwin asked for reassurance that conversations regarding the possibility of residents being allowed 30 minutes free parking and private park car parks would continue and be taken into consideration during the consultation. Councillor Cannon said views from Councillors and residents would be considered.

Councillor Baldwin asked for the evidence for moving from a fixed interval pattern to a targeted street cleansing pattern. Councillor Clark said the evidence was based on officer knowledge and cleaning would take place when necessary. If the service was not delivered to the current standard, contractors could be sent out for further street cleansing.

Regarding the review of council's rural car parks, Councillor Hunt said she and residents had concerns of the rural car park at the dead end of Hurley. The streets were narrow, there was the potential of displacement for parking on street and emergency services found it difficult to reach the area due to the river at the dead end. Councillor Cannon said residents and ward councillors were encouraged to bring forth their views in writing.

Councillor Werner asked what the criteria and evidence was used to select rural car parks, how much income would be made and how the possible influx of cars being parked on streets instead of car parks would be managed. As a result, the target income would not be reached, and residential areas would have a high volume of cars.

Councillor Cannon said the criteria was for all council car parks that were not charged by Traffic Regulation Orders. The evidence was based on officer's local knowledge and experience, and the projection of car park usage helped assist the estimated income. He was aware of the potential displacement of cars and the impact this would have on enforcement, which was considered during calculations. The parking charges were lower than town centre pricing.

The Vice Chairman suggested for each car park to be listed under the online car parking consultation page, as there was currently no listing. The Panel was informed that the suggestion would be discussed with Simon Dale, and the proposals for car parks was part of the budget consultation.

Councillor Coppinger said there was a vacancy for the last 3 months in the Planning Support Team, which was not replaced as the team had managed without this. Councillor Jones asked if there would be a reduction in the service provided due to the lack of additional officer due to a reduced number of planning applications. Adrien Waite, Head of Planning, said the frequency of planning applications had recovered quickly after the first lockdown. He was confident the vacancy was not needed to be filled due to the efficiency changes made to adapt to working from home.

The Panel was informed that Councillor Stimson, Lead Member Climate Change, Sustainability, Parks and Countryside, was now the Lead Member on reshaping the trees function instead of Councillor Coppinger.

The Vice Chairman asked if the tree team would be able to cope with the savings, given recent planning applications had increased environmental pressures and tree queries. Councillor Stimson informed the Panel that the tree officers were both in Communities and Planning services, and the head of services were evaluating how best to function between them. Adrien Waite had a background in sustainability, which was beneficial to retain and protect trees, with plans to have greener properties.

Councillor Baldwin asked if the highway tree maintenance and inspection would be impacted by reshaping the trees function, and the Panel was informed that an update on the tree strategy was due. As trees were expensive, their maintenance was needed.

The Vice Chairman asked if the skills in other departments allowed for the reductions of staff elsewhere, and Chris Joyce, Head of Infrastructure, Sustainability and Transport, said the tree team within the planning service would focus on planning application, whilst the sustainability team would look at biodiversity, delivering additional trees and green infrastructure.

The Vice Chairman asked if there was an opportunity to sell services from the expertise of officers to neighbouring boroughs to generate income, and the Panel was informed this could be considered in future. The Vice Chairman asked if the appendices could show the quantity of units sold in Appendix D and the revenue created, and the Panel was informed this could be considered for future budget proposals.

Councillor Baldwin asked if there could be a rise in percentage increase for the removal of illegal signage and a fall in the percentage increase for business signs, to assist in the business recovery plan. Simon Dale said he would investigate this.

Chris Joyce said the funding for major schemes within the Capital Programme was identified to ensure a pipeline of schemes with funding was available, as spending money on the early stage of development resulted in better schemes.

Councillor Baldwin asked where the identified income of £160,000 came from, and the Panel was informed this was received from Community Infrastructure Levy, grant funding and Section 106.

Councillor Brar asked why the Cookham Bridge Refurbishment & Structural Repair was nil when there was money assigned to the bridge, and the Panel was informed that the budget illustrated new amounts, not the amount that was already existing in the Capital Programme.

Q2 PERFORMANCE REPORT

Chris Joyce introduced the quarterly performance report and said 6 target measures had been achieved, 1 measure was near target and 1 measure was a non-targeted performance for Q2.

Councillor Bateson congratulated the lead officers for reaching many of the targeted measures. The Vice Chairman said the borough at large needed to invest in initiatives to increase the salary for women.

Councillor Baldwin raised his concerns about the financial constraints on the Transportation Strategy in engaging community groups to deliver services that were vital to the wellbeing of the residents. He asked if there were any pressures and which voluntary groups would be affected.

Duncan Sharkey said the pressures included reduced engagement with the community due to lockdown restrictions and the unknown longer-term effects of COVID-19 on organisations. The borough was providing grant funding to organisations. Currently, assumptions could only be made about the impacts.

Councillor Baldwin asked for reassurance that there would be a maintained supply of PPE to voluntary organisations and asked if this was dependent on central government funding or the local authorities' resources. Duncan Sharkey said there was a government system for PPE delivery for targeted social care, the NHS and key public sector providers to access. Research showed there was accessibility to PPE.

Councillor Stimson said Baroness Barran, appointed Parliamentary Under Secretary of State, was looking at the possibility of a new social covenant for volunteers, and the borough was in line to be a pilot area for the project.

The Panel noted the item.

INFRASTRUCTURE DELIVERY PLAN

Chris Joyce introduced the item and said the full infrastructure delivery plan report was prepared in January 2018 to show the infrastructure requirements as part of borough local plan (BLP) and reviewed in October 2019, following changes to the BLP. There were no substantial changes to the projects.

The schedule of projects was updated based on the prioritisation methodology; high, medium and low priority. The spreadsheet schedule was not published on a regular basis, but the status of the projects was regularly updated by the team.

Councillor Larcombe said the estimated total scheme value of £302mn was incorrect and said the funding gap figure was not given. Datchet, Horton and Wraysbury were only verbally informed of that Channel 1 was no longer progressing and Wraysbury Parish Council had raised a petition. He said the council had not given an opportunity to consider the River Thames Scheme since 2017 and there was a lack of transparency regarding the scheme. Chris Joyce said changes to the published report could not be changes and future reports would reflect the correct information.

The Vice Chairman suggested a regularly updated live online version of the reports and the Panel was informed that the schedule of projects could be made into a live document that could be reported to the Panel.

Councillor Baldwin asked for progress on actions agreed on the Wraysbury Drain site visit, and the Panel was informed that the relevant information would be passed to the Chairman offline.

Councillor Bateson said ward councillors previously received notifications on the installation of telecommunication aerials in their ward, and Chris Joyce said this would be reviewed offline.

The Panel noted the item.

CAPITAL PROGRAMME PROCESSES

Chris Joyce introduced the item and said the report covered the capital programme and how the programme was put together, its guiding principles, how officers put together the schemes and how it was approved by Council. Annually, a call for bids were made, which were shaped into proposals by directorate and prioritised in relation to how they deliver against the corporate priorities. The report provided foundational information, to allow Members to be better informed for future items on the Work Programme.

The Panel noted the item.

HOUSING STRATEGY

Councillor McWilliams, Lead Member for Housing, Communications and Youth Engagement, introduced the item and said a consultation for the first new Housing Strategy was being undertaken. The Strategy looked at the housing market the borough could deliver and aimed for more affordable rented products

Emma Congerton, Housing Service Manager, said the public consultation was open until 3 February 2020. The Housing Strategy was centred around three key themes; deliver new homes, promote health and wellbeing and support vulnerable residents to obtain and sustain appropriate accommodation,

Councillor Haseler said in planning applications, developers claimed they could not provide affordable housing due to viability issues and hoped for a way to provide more

affordable housing. The Panel was informed that there was now an Enabling Officer that would look help drive up affordable and socially rented units.

Councillor Haseler said the gypsy and traveller community in Cox Green was reluctant to evict themselves from parks under section 61, which led to anti-social behaviour. He asked on the progress regarding this matter and the Panel was informed that the strategy would review this concern and find solutions.

ACTION: Housing to review gypsy and traveller community accommodation provision in the borough within the housing strategy, to include consideration of the issues raised.

Councillor Bateson asked if homeless and rough sleepers were given temporary accommodation if they did not live in the borough. Tracy Hendren, Head of Housing and Environmental Health, said they would be referred to the local authority where the duty was owed, and it would be ensured they received the appropriate service. Some households were in temporary accommodation outside of the borough and there were efforts to bring them back in the borough. Last year, households in the borough was 30%, which was now 50% this year.

Councillor Baldwin asked if the Equality Impact Assessment (EQIA) would be revisited as the policy was adapted and the Panel was informed it would be. The Vice Chairman said there was a need for coaching and training regarding the EQIA and the Panel was informed there was a new equality position who would consider this.

The Panel noted the item.

ANNUAL SCRUTINY REPORT - DRAFT

The clerk informed the Panel that the draft annual scrutiny report was required by April 2021, with a final version ready for to go to Full Council by June 2021. Councillor Haseler said he was a new Panel Member and inference was needed to be made from the minutes to add comments. The Chairman suggested the item to be taken offline and comments to be made via email.

WORK PROGRAMME

Councillor Baldwin said the Work Programme needed to be decluttered, with a focus on what was on the Forward Plan. He said the meetings had become an update from officers, which Members should do prior to the meeting.

The Vice Chairman said he provided his suggestions for the Work Programme to the previous Chairman offline and received no feedback.

Councillors Bateson and Baldwin said with the change in Panel membership, the Panel should have the opportunity to add and remove items on the Programme, to accommodate to the Members interest.

It was agreed that the Chairman and Vice Chairman would review the Work Programme, with the Panel Members input.

The meeting, which began at 6.18 pm, finished at 9.32 pm

CHAIRMAN.....

DATE.....

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INFRASTRUCTURE OVERVIEW & SCRUTINY PANEL

THURSDAY, 18 MARCH 2021

PRESENT: Councillors Sayonara Luxton (Chairman), Jon Davey (Vice-Chairman), Christine Bateson, Phil Haseler and John Baldwin

Also in attendance: Councillor John Bowden, Councillor Shamsul Shelim, Councillor Gurpreet Bhangra, Councillor Gurch Singh, Councillor David Hilton, Councillor Andrew Johnson, Councillor Gerry Clark, Councillor David Cannon, Councillor David Coppinger, Councillor Samantha Rayner, Councillor Mandy Brar, Councillor Carole Da Costa, Councillor Wisdom Da Costa, Councillor Karen Davies, Councillor Maureen Hunt, Councillor Donna Stimson, Councillor Amy Tisi and Councillor Lynne Jones

Officers: Fatima Rehman, Shilpa Manek, Emma Duncan, Chris Joyce and Adrien Waite

APOLOGIES FOR ABSENCE

None.

DECLARATIONS OF INTEREST

None.

CALL IN - INTERIM SUSTAINABILITY POSITION STATEMENT

The Chairman invited Members who asked for the decision to be called to explain their reasons for the request and what they feel should be reviewed.

Councillor Da Costa said his concern was regarding the planning documents and ISPS, which would allow developments that would adversely contribute to climate change. If the ISPS was not improved, there would be sizeable retrofit costs to install energy saving measures and green transport solutions into substandard developments. Other councils had stipulated standards that would allow developers and residents to achieve Passivhaus standards, net-zero developments, zero-carbon transportation, mobility solutions and significant restoration of biodiversity by creation of new habitats. Councillor Da Costa proposed the Panel to refer the decision back to the decision-maker for reconsideration, with the following concerns:

1. There were concerns about the lack of collaboration, consultation and scrutiny for a document that was critical in achieving the borough's environmental commitments.
2. That the Council commit to producing a revised ISPS within 6 months, which would include the best aspects suggested by RBWM Climate Emergency Coalition (CEC), East Berkshire Green Party and other councils, and involve members and stakeholders in the process.
3. That the Council commit to updating the ISPS every 6 months until a quality Supplementary Planning Document (SPD) or Development Planning Document (DPD) was produced, the updated ISPS to incorporate the best practices then in force with other municipalities, and consult with stakeholders and members.

The Vice Chairman said the call-in was not in relation to the content of the ISPS but the process. He received emails from RBWM CEC - which was created by the council for consulting on matters such as the ISPS - and the Green party, expressing their dissatisfaction with the document. He said the borough failed to ask for feedback on the ISPS and felt responses from consultations did not lead to action. There was a need to define the process, and for it to be stipulated in the Constitution if it was not already.

Dr Graham Owens, public speaker representing the Borough's Climate Emergency Coalition, said the ISPS should be published and be superseded by a full RWBM Sustainability Position Statement within three months. This needed to be complemented by a revised Sustainable Design and Construction SPD as soon as possible. Dr Owens stated the six gaps in the ISPS:

1. For new build, Embodied Carbon was at least as important as Operational Carbon and must be included.
2. Effective means of incentivising developers and professional advisors was needed and must try harder on environmental sustainability. A comprehensive Carbon Tax was necessary for both Embodied and Operational Carbon.
3. Energy Use Intensity targets for Operational Carbon should be set, which was an effective way of maximising on-site renewables with additional renewable energy off-site.
4. Peer-reviewed and independent guidance on carbon reduction and sustainability should be used.
5. 87% of existing building stock would still be in use in 2050; it should be encouraged to reuse, regenerate, and upgrade these resources.
6. The top priority had to be reducing carbon emissions now.

Dr Owens said The CEC would like to help in important and urgent tasks and asked to endorse their offer to be part of a 'Sustainability Focus Group' to help Areli and its professional advisors on The Nicholson Quarter. Dr Owens asked:

- What were the reasons why the above gaps could not be implemented?
- Did the revised SPD have to follow on after the adoption of Borough Local Plan (BLP)?
- How soon could the SPD be revised?
- How would it be ensured that the emerging guidance would be applied to developments that were in pre-planning consultation now?

The Chairman invited Lead Members to make comments on the call-in. Councillor Coppinger, Lead Member for Planning, Environmental Services and Maidenhead, said there was a misunderstanding about the purpose of the ISPS. The ISPS was an interim step before the full SPD. The National Planning Policy Framework (NPPF) stipulated the measures the borough wanted to start with that would help in becoming carbon neutral. The SPD would take time and would require the involvement of councillors, groups and go to public consultation, but a statement that could be used by residents and agents was missing. The ISPS did not introduce a new policy but stated how the borough that would interpret the existing policy and material considerations. The SPD would be alongside the new BLP, and he did not want to delay the ISPS.

Councillor Stimson, Lead Member for Climate Change, Sustainability, Parks and Countryside, said officers worked on ensuring the ISPS was as sustainable as possible at this stage and the ISPS needed to be put into place without delay.

Adrien Waite, Head of Planning, advised the Panel on the background and context of the decision and its importance to achieving Service priorities. Adrien Waite said the council adopted its Environment and Climate Strategy, with a focus on mitigation. The strategy used a standard methodology from the Department of Business, to calculate the trajectory for climate change and by the end of 2021, and SPD was due to be prepared to incentivise development to build zero carbon buildings and reduce water demand. Preparing an SPD took time and needed to be underpinned by adopted planning policies, which would come through the BLP.

The SPD would be a document with greater weight than the ISPS, but in recognition of the urgency of the situation and the declaration of a climate emergency, and with no up-to-date guidance for developers and the public, it was deemed appropriate to introduce an updated guidance note. The ISPS did not introduce new policies but attempted to provide guidance on how the borough hoped to see existing policies and strategies applied. The ISPS sought to get a minimum of 20% uplift in reductions in carbon dioxide on developments, with an objective of having buildings being zero carbon. Due to the importance of the issues, the document was sent to Cabinet for approval, and guidance interpretation documents were often drafted by officers and published without consultation.

The Chairman gave Non-Panel Members an opportunity to ask questions. Councillor Davies said the ISPS was an important document and should be adopted as soon as possible. Councillor Davies was keen on having developers work with the borough to improve sustainability, even if applications were submitted before the ISPS was adopted. She asked if officers would work with Areli to set up a sustainability focus group for The Nicholson's Quarter development, involving members of RBWM CEC and other interested parties.

Councillor Da Costa said the ISPS was weak, it failed in climate change, climate resilience and biodiversity restoration and it was inconsequential compared to the policies of other councils. He did not want to reject the ISPS but sought a commitment to address the weaknesses in the document within the next three to six months and raise concerns to Cabinet. Councillor Da Costa said the position of no action for up to three years to produce an SPD was weak. Councillor Da Costa asked:

- Why was the ISPS not produced in collaboration with other groups such as RBWM CEC, the Green Party, or Climate Action Groups?
- Why did Members not have an opportunity to scrutinise the ISPS, when it was not included in the Forward Plan?
- Why had the borough not copied examples of best practice from other councils? He said it was legal, if not required, by the NPPF, otherwise other councils would not have done so.

Adrien Waite said officers were working at pace to have the Statement adopted and have developers use it, therefore groups were not involved in the process. The current BLP was out of date and did not have policies on climate change, therefore the document stated the maximum efforts that could be legally taken under the current framework. As new policies were not being implemented, a consultation was not undertaken. The SPD would involve consultation. Each council had their own BLP and

therefore the report could not be compared to other councils. Whilst good practices would be looked at from other borough's, they could not be copied, as the right approach for the borough was needed.

(Councillor Carole Da Costa joined the meeting.)

Councillor Haseler was in support of the ISPS to be adopted and said his concern was that if the requirements of the ISPS were set too high and planning applications were refused and would be appealed and overturned, the council would incur costs.

Councillor Baldwin asked if there was a reluctance to challenge in case of losing a planning appeal. Councillor Haseler said if the local planning authority was unreasonable in its planning decision-making, the authority would incur costs, and if done repeatedly, would lose credibility as a local planning authority. Adrien Waite said it was important the council followed the legal framework of planning legislation and planning policy.

Councillor Baldwin asked what the difference would be pre- and post- adoption of the BLP, and if the BLP was not adopted. Adrien Waite said additional policies were adopted through development plan documents. The current BLP was out of date and did not mention climate change or policies relating to it. Therefore, having a policy in an adopted development plan would increase the weight on things at appeals after the BLP was adopted. If the BLP was not adopted, there would be delays in preparing a new BLP. The legal method of introducing a new policy requirement was through a BLP. The ISPS was sought to clarify the borough's interpretation of other material considerations in the form of national planning policy changes to climate legislation and the borough's climate emergency.

Councillor Bateson was supportive of the ISPS and asked how residents would be informed about the ISPS, and the Panel was informed that a webpage would be created on the public website with the document, as well as working with the Communications team.

The Vice Chairman asked when the SPD would be created, and the Panel was informed that it would be prepared within 2021. The Vice Chairman said there would not be enough cobalt for a high electric vehicle demand and asked if the council had a contract with telecommunication companies to secure high-speed internet connection for residents. Adrien Waite said there was likely to be a large uptake in electric vehicles therefore adequate infrastructure development. High-speed internet infrastructure was needed to facilitate home working and was recommended by many national organisations, and the council did not have any affiliations with companies.

A motion was put forward by Councillor Haseler to take no further action and was seconded by Councillor Bateson. A named vote was taken. The motion was carried.

RESOLVED: That no further action to be taken on the call-in report on the Interim Sustainability Position Statement.

The meeting, which began at 7.05 pm, finished at 8.32 pm

CHAIRMAN.....

DATE.....

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Report Title:	2020/21 Q3 Performance Report
Contains Confidential or Exempt Information	No - Part I
Lead Member:	
Meeting and Date:	Infrastructure Overview and Scrutiny Panel, 6 April 2021
Responsible Officer(s):	Chris Joyce, Head of Infrastructure, Sustainability and Economic Growth Tracy Hendren, Head of Housing and Environmental Health Adrien Waite, Head of Planning Simon Dale, Interim Head of Highways
Wards affected:	All

www.rbwm.gov.uk



REPORT SUMMARY

1. *The Council Plan 2017-21 and associated strategic priorities remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic had significantly altered the context in which the council is currently operating.*
2. *The Interim Council Strategy clarifies the three revised priorities to which the council is responding. The Q3 Performance Report for Infrastructure Overview and Scrutiny Panel provides insights into the Interim Council Strategy's delivery as fully as possible, see Appendix A. Performance of measures previously reported to the Panel under the Council Plan 2017-212 are included on the basis that these measures provide insights into current service delivery.*

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Infrastructure Overview and Scrutiny Panel notes the report and:

- i) **Notes the 2020/21 Infrastructure Overview and Scrutiny Panel Q3 Performance Report in Appendix A.**
- ii) **Requests relevant Lead Members, Directors and Heads of Service to maintain focus on improving performance.**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Accept the recommendations in this report. This is the recommended option	This will allow continuing insight into the delivery of the council's agreed priorities in order to aid

Option	Comments
	decision-making and maintain focus on continuous improvement.
Reject the recommendations in the report.	The failure to use relevant performance information to understand delivery against the council's agreed priorities impedes the council's ability to make informed decisions and seek continuous improvement.

- 2.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating. The Interim Council Strategy clarifies the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported.
- 2.2 Appendix A provides insights into the Interim Council Strategy's three priorities and how they are progressing. It details the council's ongoing response to the Covid-19 pandemic and also key updates in relation to major workstreams such as the Transformation Strategy, Environment and Climate Strategy, alongside key corporate developments relating to the People Plan and Medium Term Financial Strategy.
- 2.3 Appendix A also includes performance of measures previously reported to the Infrastructure Overview and Scrutiny Panel under the Council Plan 2017-21 to maintain visibility of trends. These measures show that the impact of Covid continues to be felt in a number of areas. For example, the increased volumes of households in temporary accommodation as a result of the "everybody in" campaign from central government, and the unavoidable fall in town centre footfall figures as a result of lockdown restrictions. Encouragingly, performance in relation to the volume of households where prevention duty has been ended successfully been very successful as officers continuously look at ways to prevent homelessness and support households into accommodation options.
- 2.4 Table 2 summarises the position of all reported key performance indicators as at the close of Q3 and shows that all targeted measures are on target. Appendix A sets out performance trends and related commentary for each indicator. All indicators continue to be monitored and reported to relevant Overview and Scrutiny Panels on a quarterly basis as part of an ongoing performance dialogue.

Table 2: Summary KPI Q3 position

	Green (Succeeding or achieved)	Amber (Near target)	Red (Needs improvement)	Non Targeted measure
Monthly Footfall: Maidenhead Town Centre	X			
Monthly Footfall: Windsor Town Centre	X			
No. homeless households in temporary accommodation				X
No. households where prevention duty has been ended successfully	X			
Percentage emergency 2 hr orders responded on time (Highways)	X			
Percentage of "Other" Planning Applications processed in time	X			
Percentage of Major Planning Applications processed in time	X			
Percentage of Minor Planning Applications processed in time	X			
TOTAL (8)	7			1

3. KEY IMPLICATIONS

3.1 The key implications of this report are set out in table 3.

Table 3: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
The council is on target to deliver its strategic priorities	< 100% priorities on target	100% priorities on target			31 December 2020

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 There are no direct financial implications arising from the recommendations.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications arising from the recommendations.

6. RISK MANAGEMENT

6.1 The risks and their control are set out in table 4.

Table 4: Impact of risk and mitigation

Risk	Level of uncontrolled risk	Controls	Level of controlled risk
Poor performance management practices resulting in lack of progress towards the council’s agreed strategic priorities and objectives.	HIGH	Robust performance management within services to embed a performance management culture and effective and timely reporting.	LOW

7. POTENTIAL IMPACTS

7.1 There are no Equality Impact Assessments or Data Protection Impact Assessments required for this report. There are no climate change or data protection impacts as a result of this report.

8. CONSULTATION

8.1 Performance against the strategic priorities is regularly reported to the council’s four Overview and Scrutiny Panels. Comments from the Panels are reported to Lead Members and Heads of Service as part of an ongoing performance dialogue.

9. TIMETABLE FOR IMPLEMENTATION

9.1 The full implementation stages are set out in table 5.

Table 5: Implementation timetable

Date	Details
Ongoing	Comments from the Panel will be reviewed by Lead Members and Heads of Service.

10. APPENDICES

10.1 This report is supported by one appendix:

- Appendix A: Infrastructure Overview and Scrutiny Panel Q3 Performance Report.

11. BACKGROUND DOCUMENTS

11.1 This report is supported by one background document:

- Interim Council Strategy 2020/21:
<https://rbwm.moderngov.co.uk/ieListDocuments.aspx?CId=132&MId=7763&Ver=4>

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Hilary Hall	Director of Adults, Health and Commissioning	10.03.21	11.03.21
Chris Joyce	Head of Infrastructure, Sustainability and Economic Growth	10.03.21	
Tracy Hendren	Head of Housing and Environmental Health Service	10.03.21	
Adrien Waite	Head of Planning	10.03.21	
Simon Dale	Interim Head of Highways	10.03.21	10.03.21

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Non-key decision	No	No

Report Author: Report Author: Rachel Kinniburgh, Strategy and Performance Team Leader, 01628 796370

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Infrastructure Overview and Scrutiny Panel

Q3 2020-21 Data and Performance Report

Date prepared: 10 March 2020

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1. Executive Summary

- 1.1 The Council Plan 2017-21 remained current up to 30 July 2020 when Cabinet approved an Interim Council Strategy 2020/21 for immediate adoption on the basis that the Covid-19 pandemic has significantly altered the context in which the council is currently operating.
- 1.2 In the interests of good governance and transparency, the Interim Council Strategy gives clarity to the three revised priorities to which the council is responding, acknowledging that any instances where previous objectives can still be delivered without affecting delivery of interim objectives is a good thing and will be supported. The three revised priorities for 2020/21 are:
 - **Covid-19 objectives:** focusing on the immediate response, long-term recovery, and new service requirements.
 - **Interim Focus Objectives 2020-21:** focusing on revised service operating plans, development of the Transformation Strategy, Climate Strategy, Governance, and People Plan.
 - **Revised Medium Term Financial Strategy:** focusing on the impact of Covid-19, economic downturn, and government policy.
- 1.3 With the introduction of the Interim Council Strategy, performance reports for 2020/21 have necessarily been refocused to respond to this strategy as fulsomely as possible at the current time. This report is therefore structured to provide insight into the three priorities and how they are progressing (section 2).
- 1.4 Performance of measures previously reported to the Infrastructure Overview and Scrutiny Panel are also included (section 3) on the basis that these measures provide some insights into service delivery (priority 2) and also remain important for the future, in which case ongoing visibility of trends is desirable. These measures are grouped in this report by the lead service. Additional datasets and key performance indicators will be added over time as new data-sources are set up as part of delivery of the priorities.

2. Interim Council Strategy: Delivery of priorities

2.1 This section provides a brief overview of key activities and milestones achieved by the council in the financial year to date.

PRIORITY:	COVID-19 OBJECTIVES
Item	Achievements and key milestones
<p>Response (immediate)</p>	<p>Community response: The Covid-19 Community Response was established to support residents across the borough during the Covid-19 pandemic. A coordinated team of staff drawn from all services in the council maintained regular contact with residents who were shielding and took any action that may be appropriate to ensure that these individuals' needs were met. This role is now delivered by the Library and Residents service, who continue to make contact with residents and to be a helpline to any vulnerable service users in the borough. Using community groups, either already established or newly formed, in response to the pandemic has helped to identify where we can help the vulnerable. A public-facing online directory of Covid-19 Support Groups to which residents may turn to for particular needs was quickly developed.</p>
<p>Response (immediate)</p>	<p>Outbreak Control Plan and Local Outbreak Engagement Board: The Outbreak Control Plan Summary was published on the RBWM website on 30 June 2020 in line with national instruction from the Department of Health and Social Care. The plan was produced in collaboration with the NHS and Public Health to guide our response to the ongoing Covid-19 pandemic, to put in place measures to identify and contain outbreaks and to protect the public's health. The first public meeting of the Local Outbreak Engagement Board, a time-limited subgroup of the Health and Wellbeing Board and established to provide public-facing engagement and communication for outbreak response, was held on 18 January 2021.</p>
<p>Response (immediate)</p>	<p>Community champions: In October 2020 a "community influencers" group was established. The aim of the group is to engage and communicate key Covid-19 messages to the wider community, whilst targeting messaging to different demographic groups based on analysis of key data-sets. To date, a network of 126 Community Information Champions has been established, each of whom receive regular information from the council which they can then forward on to their family, friends and other contacts. Community Information Champions can also feedback to the council any questions or points of clarity from the community in order to help the council refine its messages and also "myth-bust". Through securing funding, 36 community groups have also been supported in their ongoing projects of collecting prescriptions, befriending clients, running shopping services and winter support schemes. In addition, a series of radio interviews have been delivered.</p>
<p>Recovery (long-term)</p>	<p>The council has worked in partnership with organisations across the Thames Valley to develop a recovery framework across the region. A set of actions for Berkshire is being developed to enable sharing of best practice and coordination of activity where it is most appropriately undertaken at a county-level.</p> <p>Recovery Strategy: On 24 September 2020 Cabinet approved the RBWM Recovery Strategy (targeted at borough-level) to move into delivery phase. The strategy sets out the council's approach to supporting</p>

Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report

	residents and businesses, empowering communities to thrive and building lasting partnerships with businesses.
Recovery (long-term)	Supporting the Clinically Extremely Vulnerable: A new database (Lyon 2.0) has been developed. It is a free online platform and app to manage interactions with the clinically extremely vulnerable and anyone seeking help and support. The system has been deployed for internal use and is being used operationally by Library and Residents' staff making calls. The system also enables registration of individuals who wish to volunteer their time to the community effort. The community-facing platform and app remains in soft-testing. The system enables the council to make data returns to central government and, overall, brings all related activities into one consolidated database.
Recovery (long-term)	Local Contact Tracing Service: The council has set up a local contact tracing service to complement the national NHS Test and Trace service. Operating 7 days a week, contact tracers contact residents who have tested positive for Covid-19 but who have not been successfully contacted by the national NHS Test and Trace system within 24hrs. The purpose of the service is to reduce the delay between a person testing positive for Covid-19 and a contact tracing call successfully taking place, therefore potentially reducing further transmission with the community.
Recovery (long-term)	Lateral flow tests: From 8 February 2021 rapid Covid-19 test centres opened in Braywick Leisure Centre and Windsor Leisure Centre. These centres offer 30-minute lateral flow tests for people who work in public-facing roles and who do not have Covid-19 symptoms. The purpose is to identify asymptomatic carriers of the virus. In the first week of operation 1,210 people were tested across both sites. Tests are available via the booking link on the council's website.

PRIORITY:	INTERIM FOCUS OBJECTIVES 2020-21
Item	Achievements and key milestones
Revised Service Operating Plans	<p>As part of the organisational recovery strategy, service-level step-up plans were implemented, as were changes to existing operating models to allow services to continue in a socially distanced and safe way.</p> <p>One example has been our new alternative operation in the library service to be able to provide a COVID-safe environment for both our service-users and residents and our staff. We introduced a phased opening up of services focussing on a "click and collect" and "click and deliver" service initially alongside a resumption of home delivery services. There has been a further opening up of services in two main sites including bookable access to PCs and browsing for books to ensure there is a balance between accessing services whilst protecting the health and wellbeing of our residents and staff.</p> <p>A key concern across the borough has been the disruption to household waste and recycling collections. The impact on residents has had a knock-on effect on the volume of calls to the customer contact centre and the online "report it" function. The council continues to work with its contractor to improve the service.</p>
Transformation Strategy	The Transformation Strategy 2020-2025 was unanimously approved by the Cabinet Transformation Sub-Committee on 22 September 2020. Setting out a vision of "building a community-centric borough of opportunity and innovation", the Strategy aims to deliver radical changes

	<p>to the way in which the council operates and identifies 6 key areas for transformation (finance, culture, environment, prevention, digital and process redesign).</p> <p>The strategy's development is the council's response to key challenges around its financial position and builds upon the strong foundations of innovation and community-empowerment that quickly developed in response to the Covid-19 pandemic. Action plans by which to deliver the Strategy are presently being developed.</p> <p>Whilst Covid-19 has impacted progress, we have innovated and implemented a number of projects with a very quick turnaround, proving that designing and innovating can be done quickly and in an agile fashion. This ethos needs to be embraced as part of the strategic programme moving forward, allowing new ways of delivering to be tried without large bureaucracy and process to stifle and hold things back.</p> <p>Asset Based Community Development methods have been used to deliver the Embedding Community Response project in Clewer and Dedworth. This project has created a blueprint for the council to work with communities to co-produce and co-design ways of delivering community projects. As the year progresses this will be rolled out in all areas of the borough. The Transformation Team is also engaging with other strategies to inform and understand how the framework can help with delivery of corporate plans.</p>
<p>Environment and Climate Strategy</p>	<p>Following a public consultation, the updated Environment and Climate Strategy was approved by Cabinet on 17 December 2020. We are now working across different council services and with stakeholders to develop the actions set out within the strategy into a delivery plan for the next five years.</p>
<p>Governance</p>	<p>We have an agreed governance action plan arising from the Annual Governance Statement with updates coming forward to Corporate Overview and Scrutiny Panel throughout the year. In addition, the Council engaged CIPFA during 2019/20 to undertake a review of financial governance. An action plan addressing outstanding issues has been developed and was reported via the Corporate Overview and Scrutiny Panel on a quarterly basis from November with updates to future meetings.</p> <p>A new full-time Monitoring Officer has been appointed to bolster the governance capability of the Council. A Statutory Officers Group has been formed and meets on a regular basis to action issues of concern and promote a strong governance and decision-making culture at the authority. This Group reviews the effectiveness of current arrangements and champions best practice whilst feeding into the Annual Governance Statement.</p>
<p>People Plan</p>	<p>A key foundation of the council's future People Plan is the agreement of organisational values. Following extensive consultation with employees a suite of new organisational values was launched on 19 June 2020. Each value is underpinned by positive behaviours illustrative of each value. These values and associated behaviours are key in supporting the council to deliver well for residents and partners, and to achieve organisational objectives. The new values are:</p> <ul style="list-style-type: none"> • Invest in strong foundations • Empowered to improve • One team and vision

Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report

	<ul style="list-style-type: none"> • Respect and openness. <p>An implementation plan to support embedding these values across the organisation is currently underway. This includes delivery of key training initiatives. Crucial Conversations training on how to challenge behaviours contrary to our values was rolled out for all staff in the months of November, December and January. A staff survey was also conducted in November 2020 and the results analysed to support the Plan's development.</p>
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PRIORITY:	REVISED MEDIUM TERM FINANCIAL STRATEGY
Item	Achievements and key milestones
<p>Revised Medium Term Financial Strategy</p>	<p>An extraordinary Council meeting was held on the 14 October 2020 to discuss a refreshed Medium Term Financial Strategy. The actual strategy had not been changed (other than to update any factual changes around dates and technical updates) but the financial modelling was updated to reflect the latest information as we currently know it, changes in assumptions around central government funding, inflation assumptions and other emerging issues. This formed the start of the budget-setting process for 2021/22 and the supporting Medium term financial plan.</p> <p>The draft budget for 2021/22 was discussed at Cabinet on 17 December 2020 and subsequently published on 22 December 2020 for consultation. This draft budget was also considered by all Overview and Scrutiny Panels in January 2021 and approved at Full Council on 23 February 2021 having been recommended by Cabinet on 4 February 2021.</p>

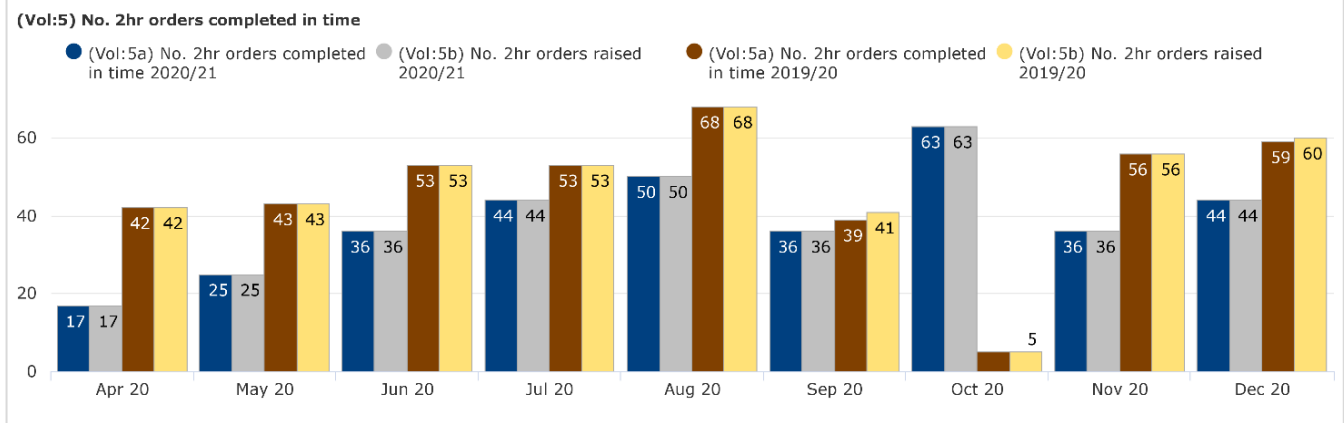
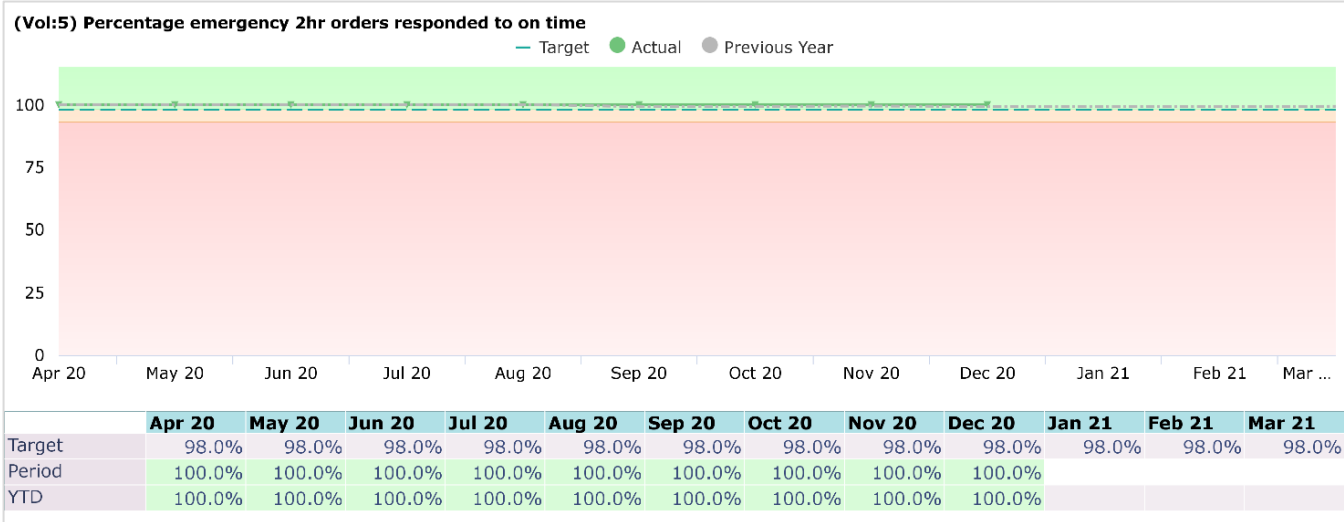
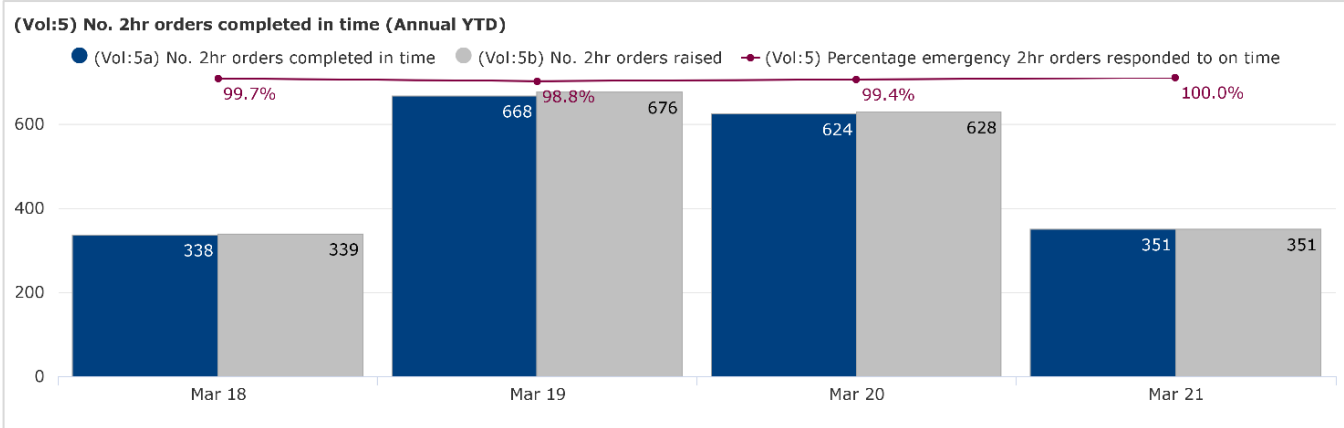
3. Service Performance Summary Report (YTD)

3.1 Performance of measures previously reported to the Infrastructure Overview and Scrutiny Panel are set out here on the basis that these measures provide some insights into service delivery (priority 2) and also remain important for the future, in which case ongoing visibility of trends is desirable.

	Green (Succeeding or achieved)	Amber (Near target)	Red (Needs improvement)	Non Targeted measure
Monthly Footfall: Maidenhead Town Centre	X			
Monthly Footfall: Windsor Town Centre	X			
No. homeless households in temporary accommodation				X
No. households where prevention duty has been ended successfully	X			
Percentage emergency 2 hr orders responded on time (Highways)	X			
Percentage of "Other" Planning Applications processed in time	X			
Percentage of Major Planning Applications processed in time	X			
Percentage of Minor Planning Applications processed in time	X			
TOTAL (8)	7			1

4. Commissioning – Infrastructure: Performance Trends

4.1. Highways



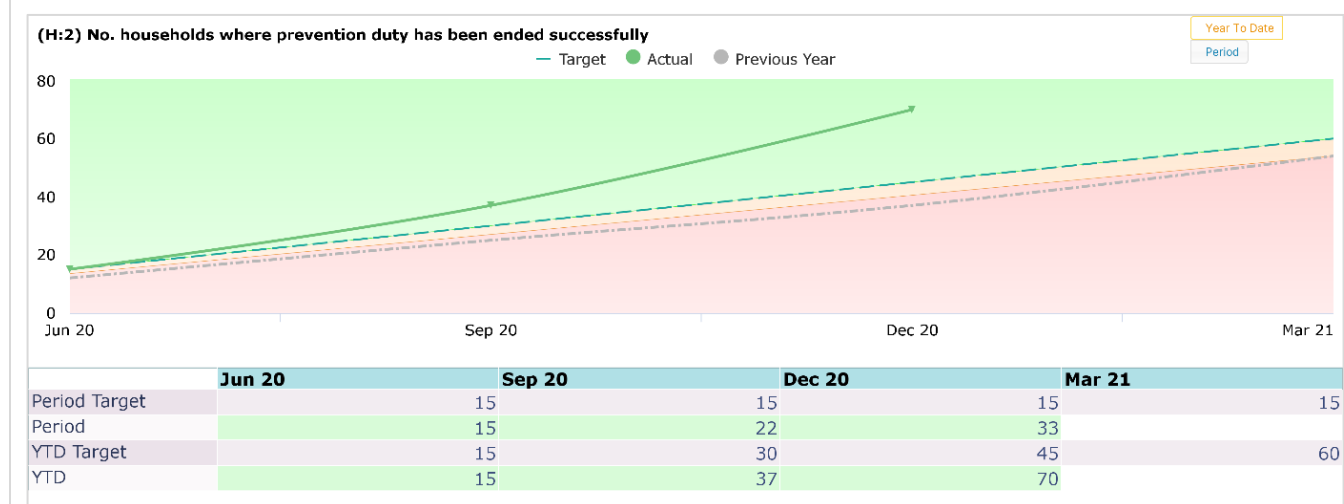
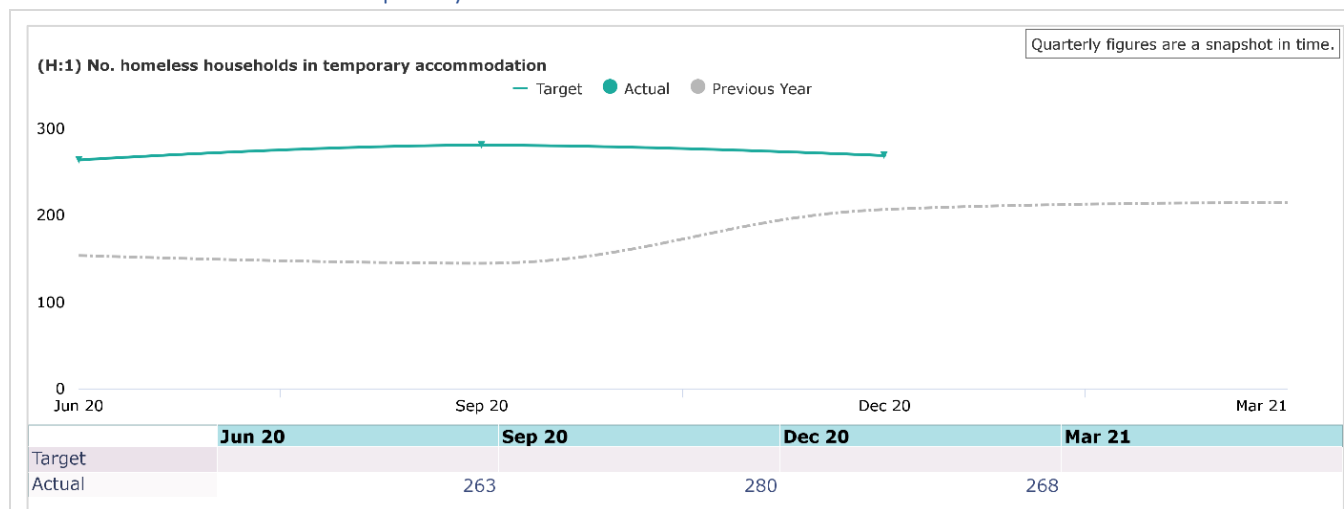
Q3 Commentary

The target for this measure is 98% with red flag raised if performance is equal to/below 93%.

The aim of this indicator is to ensure the maintenance of a safe highway network for all road-users by monitoring the contractor’s responsiveness to urgent safety hazards. Available data shows that that the contractor is consistently performing above target at 100% in 2020/21. At the close of Q3 the total volume of 2hr orders raised (351) is 70 less than last year (421) and this could be due to fewer road users this year as a result of Covid restrictions.

5. Housing: Performance Trends

5.1. Homelessness and temporary accommodation



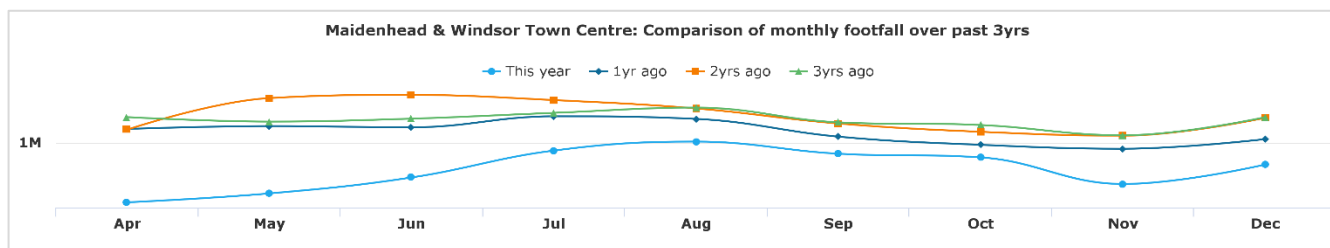
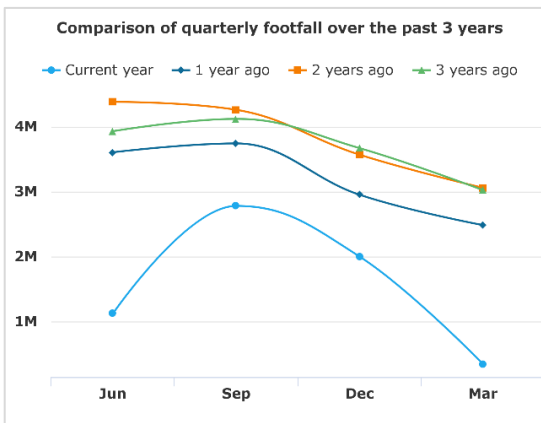
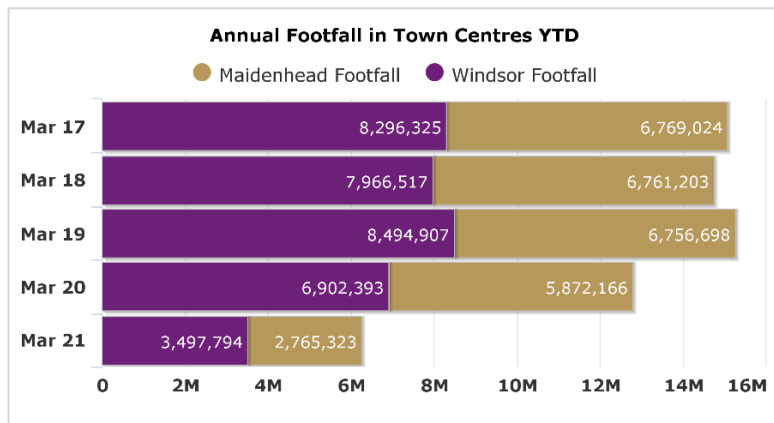
Q3 Commentary

(H:1) No. homeless households in temporary accommodation: (268) Temporary accommodation is provided to households when they have approached the local authority and are deemed to be homeless with no other housing options. Local authorities will monitor numbers of households (and types) in temporary accommodation with a view to reducing numbers quarter by quarter. Due to central government's request that all households accommodated during the Covid-19 *Everyone in* campaign remain in accommodation until a longer-term accommodation solution is found temporary accommodation numbers are high and targets cannot currently be set. Target-setting will be reviewed in the next financial year.

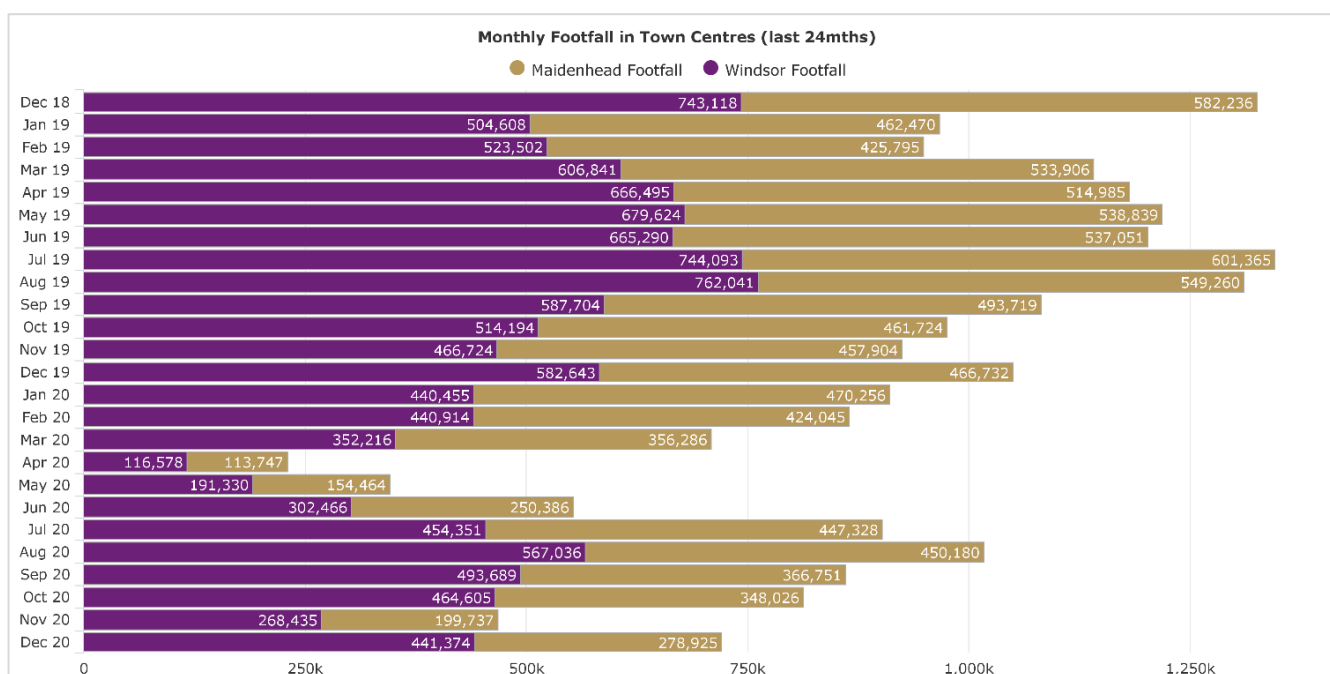
(H:2) No. households where prevention duty has been ended successfully (33) The year-end target for this measure is 60 and profiled monthly. A red flag is raised if volumes are at/fall below 10% of the target. The target and tolerance thresholds are unchanged from 2019/20. As part of the housing options role, officers are constantly looking at ways to prevent homelessness and support households into accommodation options. Prevention duty has been very successful so far, however lifting the ban on private rented evictions by end of May-21 will pose some challenges for the service. It is anticipated that the courts will be very busy and the true effects on evictions will not be felt until September 2021.

6. Infrastructure, Sustainability and Growth: Performance Trends

6.1. Footfall in Town Centres (combined)



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
(IS:1c) Daily footfall in town centres	230,325	345,794	552,852	901,679	1,017,216	860,440	812,631	468,172	720,299
1yr ago	1,181,480	1,218,463	1,202,341	1,345,458	1,311,301	1,081,423	975,918	924,628	1,049,375
2yrs ago	1,172,407	1,581,226	1,622,911	1,555,028	1,446,825	1,251,783	1,144,614	1,094,335	1,325,354
3yrs ago	1,334,794	1,276,530	1,314,663	1,390,030	1,457,727	1,266,765	1,232,304	1,099,034	1,333,936



Q3 Commentary

In both town centres, the phased lifting of lockdown restrictions has resulted in gradual increase in footfall. The total footfall for both town centres at the end of Q3 is 5,885,010.

There is a clear evidence-base emerging that, prior to Covid-19, consumer spending patterns are continuing to move away from physical goods (more inclined to online shopping) and towards

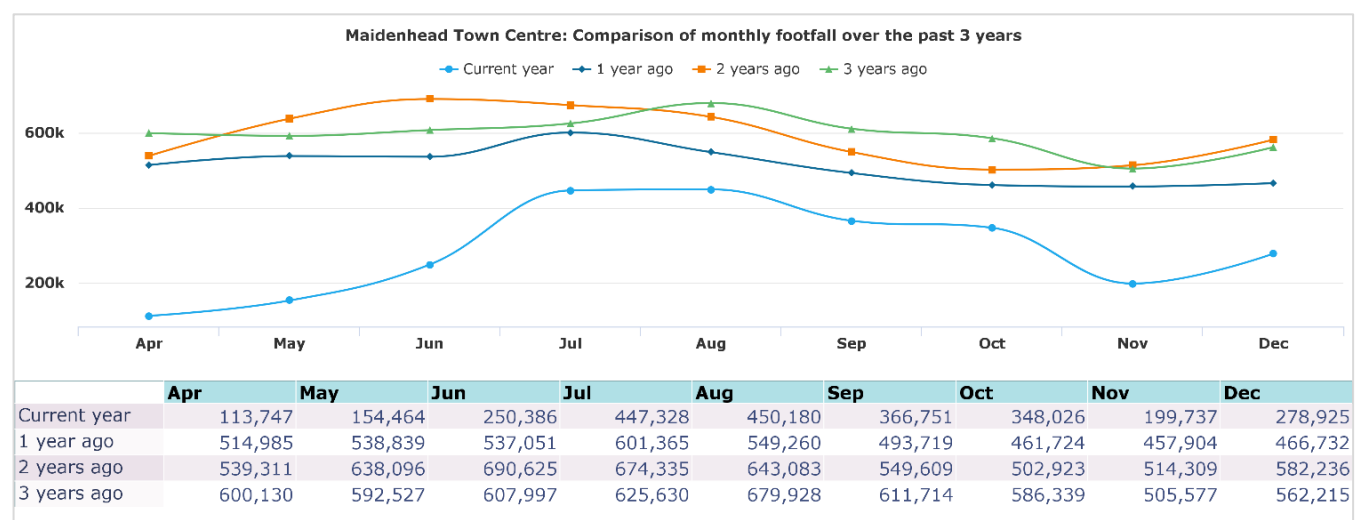
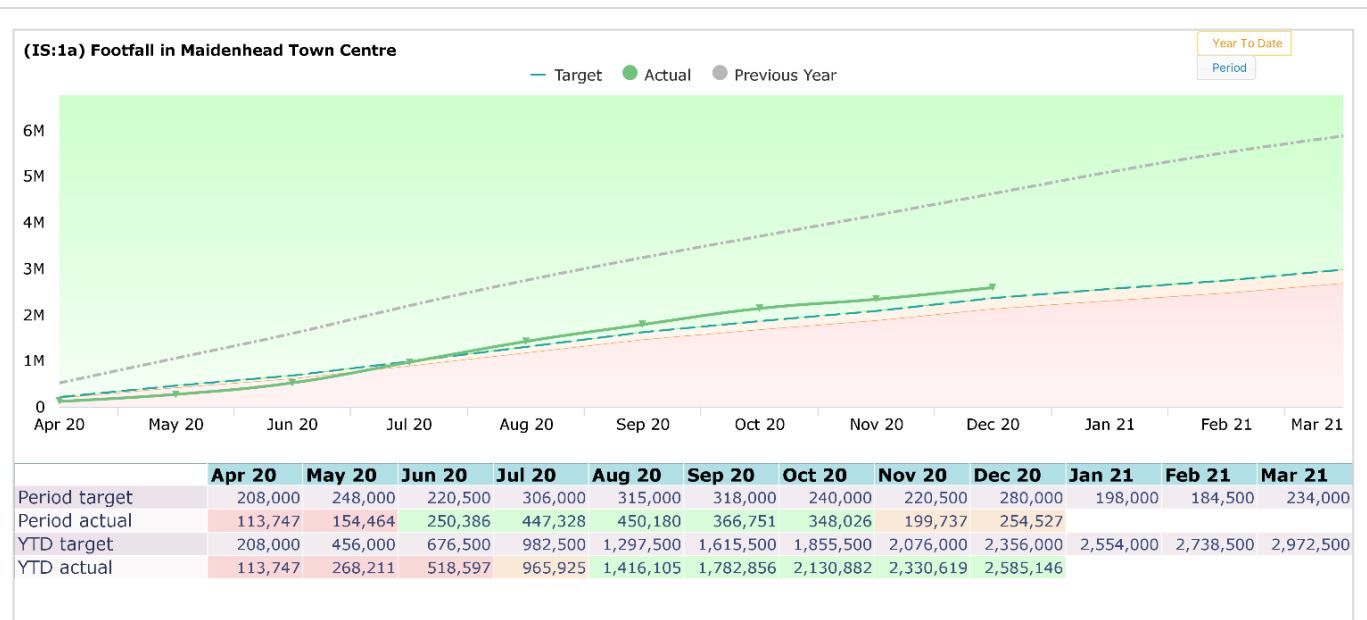
Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report

leisure experiences, including eating and drinking. Consumer behaviours are likely to change further after this pandemic which will likely have an overall impact on footfall figures.

The second national lockdown (effective 5 November – 2 December 2020) resulted in a decrease in footfall in November, gradually increasing again in December however to a lesser degree than previous years due to more residents and visitors staying indoors. The government declared a third nationwide lockdown effective 4-Jan-21 with phased easing of restrictions starting on 8-Mar-21 (schools open/recreation in outdoor public places between two people). The impact of this lockdown will be seen in Q4 with footfall decreasing significantly.

On 24 September 2020 Cabinet approved the RBWM Recovery Strategy (targeted at borough-level) to move into delivery phase. The strategy sets out the council's approach to supporting residents and businesses, empowering communities to thrive and building lasting partnerships with businesses.

6.2. Maidenhead Town Centre footfall



Q3 Commentary

As acknowledged in the Q1 Performance Report, monthly footfall targets have been profiled to reflect the current economic climate and restrictions during the Covid-19 pandemic. The year-end target for 2020/21 is 2,972,500 which is a 49.4% reduction on the 2019/20 outturn of

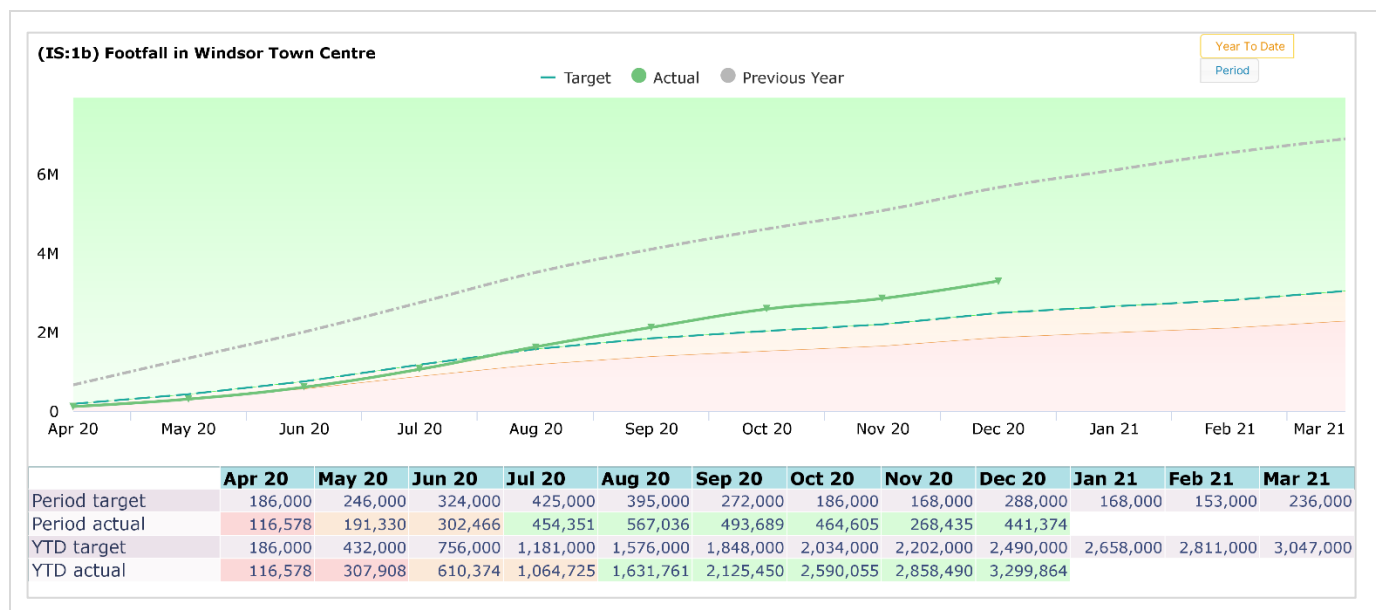
Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report

5,872,166. There is a 10% tolerance for this measure, unchanged from previous years. It is acknowledged that the Covid-19 pandemic creates a great deal of uncertainty with regards to the appropriateness of the monthly target profile as the year continues. The target for this measure in 2020/21 is therefore set as a reasonable expectation against which to track emerging trends rather than a definitive statement of success/failure.

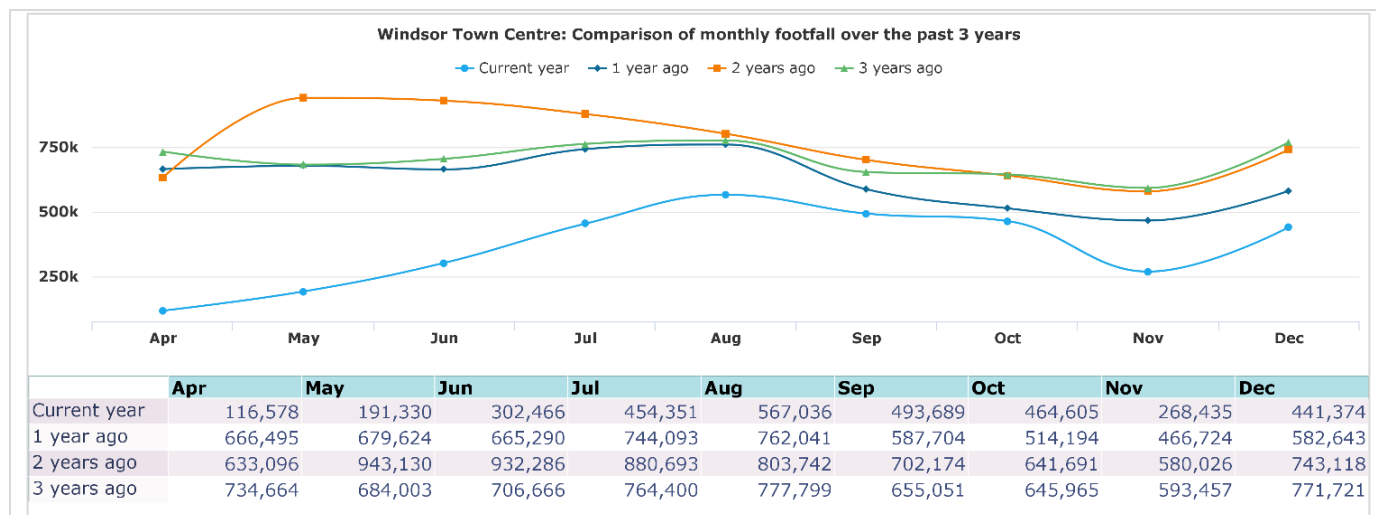
At the close of Q3 the year-to-date footfall in Maidenhead Town Centre is 2,585,146, above target (2,356,000) by 229,146. England entered a further national lockdown between the 5 November and 2 December with all non-essential retail closing again. At the end of the lockdown RBWM was placed in Tier 2 which means significant restrictions still on businesses, particularly the hospitality industry, resulting in a decrease in footfall in November and December. The usual launch of the Christmas events programme in the borough with large scale events was not possible. A borough-wide Christmas brochure has been produced to encourage residents to support local businesses and to promote events and activities that are still able to take place. The business community is being offered toolkits and training via My Royal Borough and a programme of digital training will be launched to upskill local businesses.

The impact of a third nationwide lockdown effective 4-Jan-21 will be seen in Q4 with footfall numbers decreasing further. The Economic Growth team is working on developing on reopening our town centres and work has restarted based on the action plan of the Recovery Strategy and positive outcomes of which will be seen from the beginning of next financial year.

6.3. Windsor Town Centre footfall



Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report



Q3 Commentary

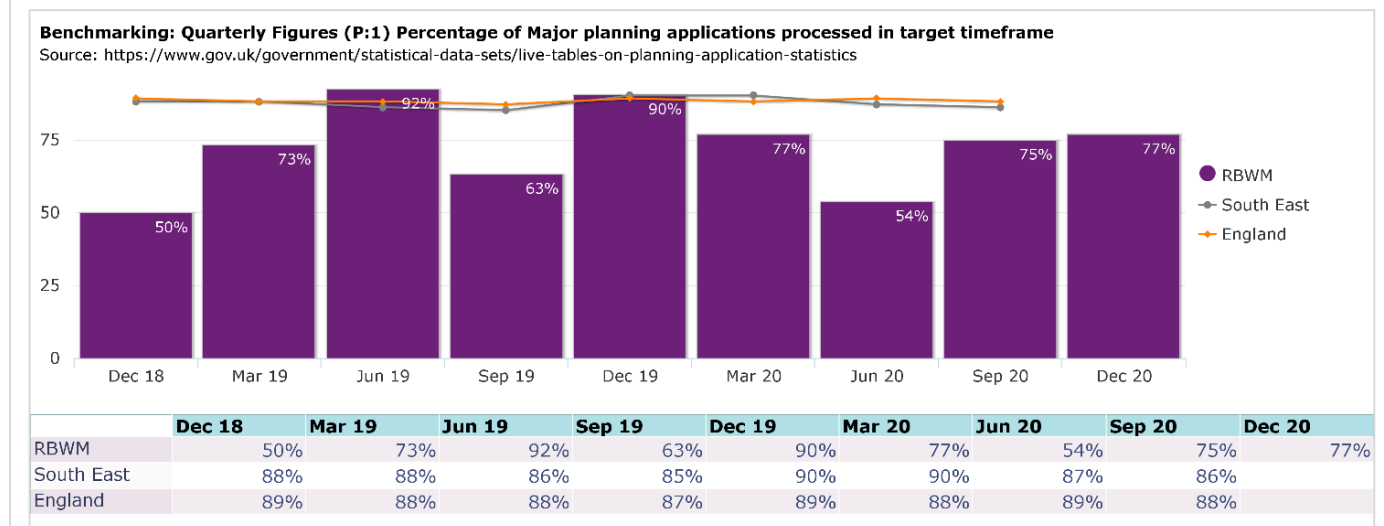
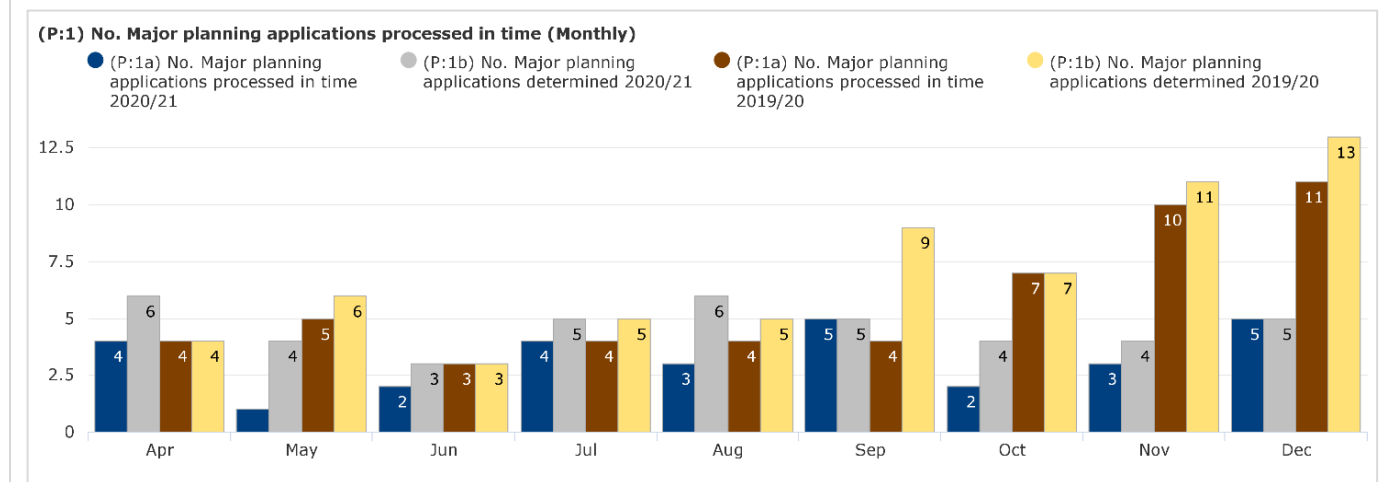
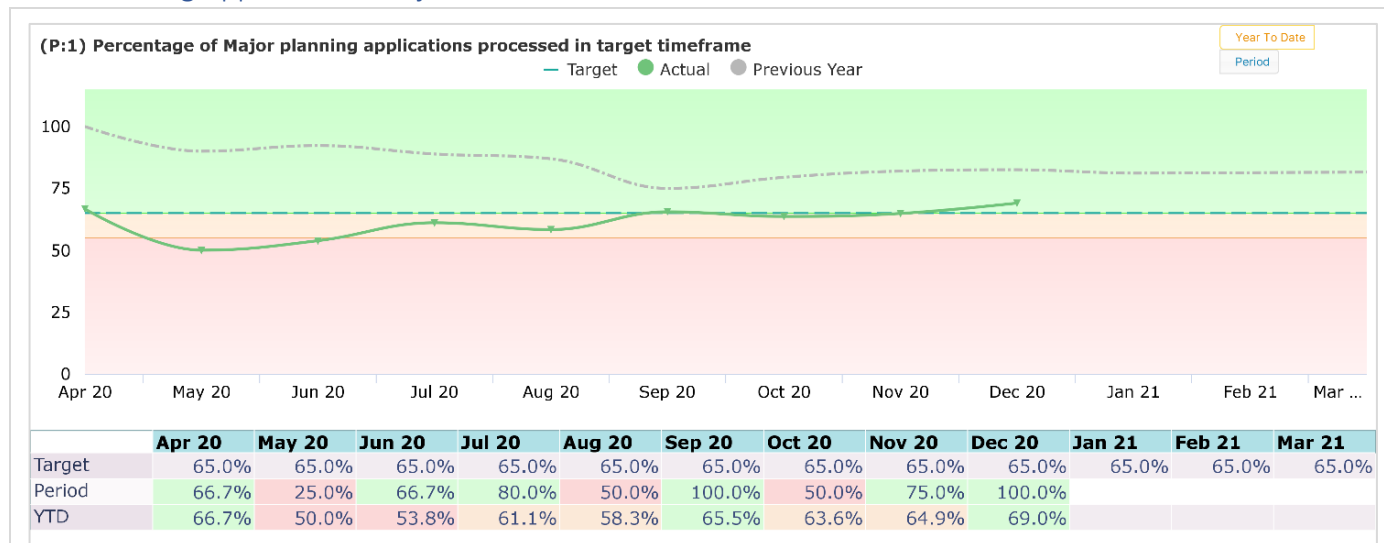
The year-end target and monthly target profile for 2020/21 has been updated to reflect the current economic climate for footfall during the Covid-19 pandemic. The year-end target for 2020/21 is 3,047,000 which is a 55.9% reduction on the 2019/20 outturn of 6,902,393. It is acknowledged that the Covid-19 pandemic creates a great deal of uncertainty with regards to the appropriateness of the monthly target profile as the year continues. The target for this measure in 2020/21 is therefore set as a reasonable expectation against which to track emerging trends rather than a definitive statement of success/failure. The tolerance for this measure has been adjusted from 10% to 25% to take account of the pandemic's impact on the tourist industry, a major source of footfall in Windsor more so than Maidenhead, and related restrictions on international travel throughout the pandemic.

As at the close of Q3 the year-to-date footfall stands at 3,299,864, exceeding the target of 2,490,000 by 809,864. Footfall has steadily increased since the ease of lockdown restrictions with a dip in November coinciding with the second lockdown. The council's reopening town centres team rolled out a reopening programme, which included additional signage and social media promoting a "shop local" message providing reassurance and confidence to visitors and workers to return. Visitor attraction numbers have significantly reduced with the majority of them being closed for 3 months. This is reinforced by total coach park users for this period only reaching 45 for the quarter (2019 figure was 5,326 users). With Christmas events being moved online and many customers moving to online shopping, footfall not reaching previous levels was an expected outcome.

The decrease in footfall is an expected outcome and will continue throughout 2020/21. Certain areas are not expected to recover in the year 2020/21 such as international travel (30% of footfall) to Windsor and business trips to hotel conferences in the town (33% of footfall). The impact of third nationwide lockdown from 4-Jan-21 will see further reduction in footfall in Q4. However, the easing of lockdown restrictions from 8-Mar-21 coupled with beginning of spring and summer months is expected to increase footfall as more and more people would like to be out and about with family and friends after 1 months of restrictions.

7. Planning: Performance Trends

7.1. Planning Applications: Major



Q3 Commentary

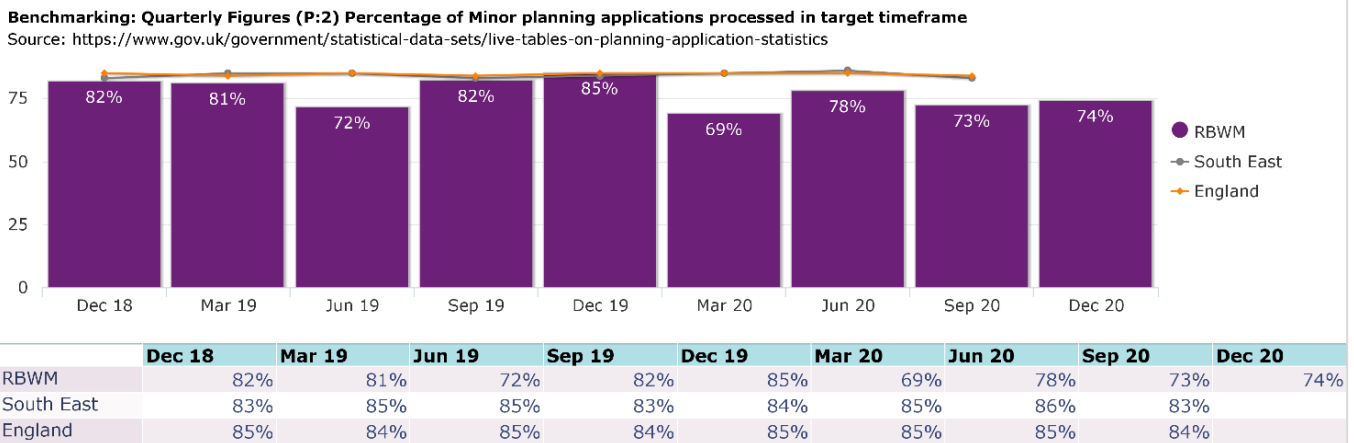
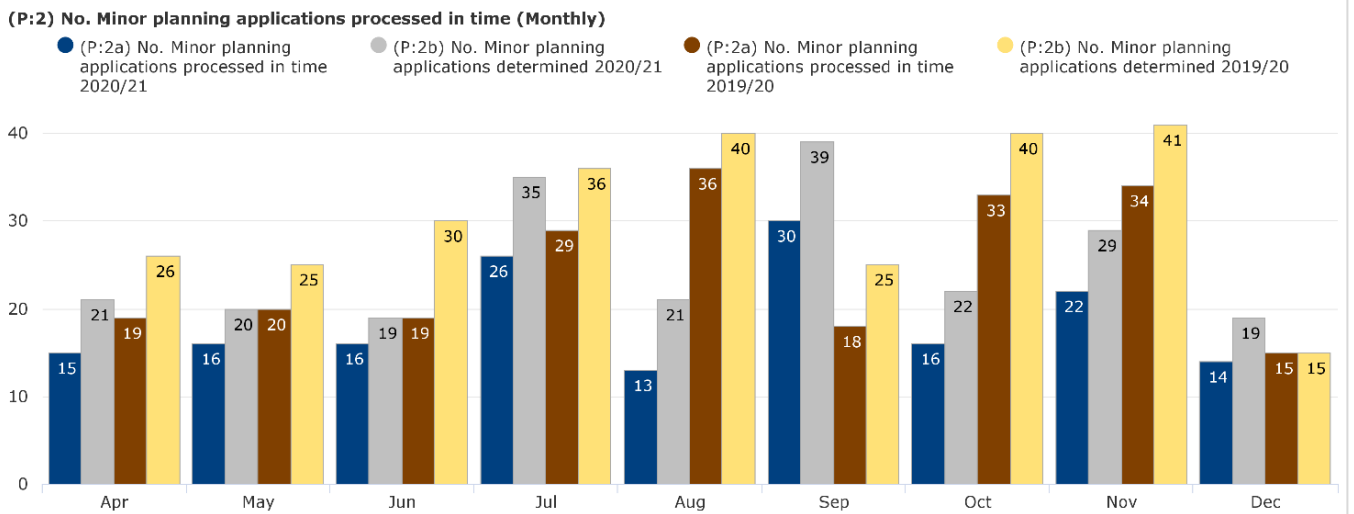
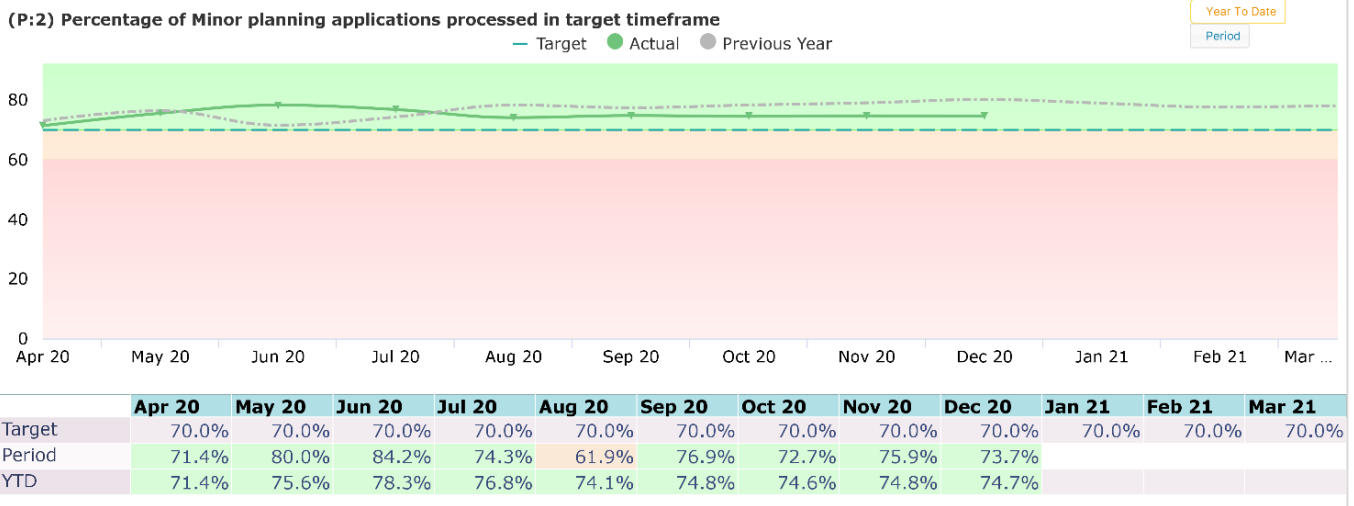
The target for this measure is 65% with red flag raised if performance is equal to or below 55%.

As at the end of Q3 year-to-date performance stands at 69% (29/42), above target by 4 but lower than year-to-date performance in Q2 2019/20 (82.5%, 52/63). YTD performance has been mostly impacted by Q1 (Apr-Jun) when performance fell below target and outside of tolerance (53.8%,

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7/13). This is partly attributed to a change in working arrangements as a result of the Covid-19 pandemic, as well as a number of applications being determined for which it was not possible to agree extensions to the deadline. Benchmarking data available up to the end of Q2 2020/21 shows council's performance improving from Q1 to Q2 narrowing the gap between council and South East and England performance. Performance is expected to continue its upward trend into Q4.

7.2. Planning Applications: Minor



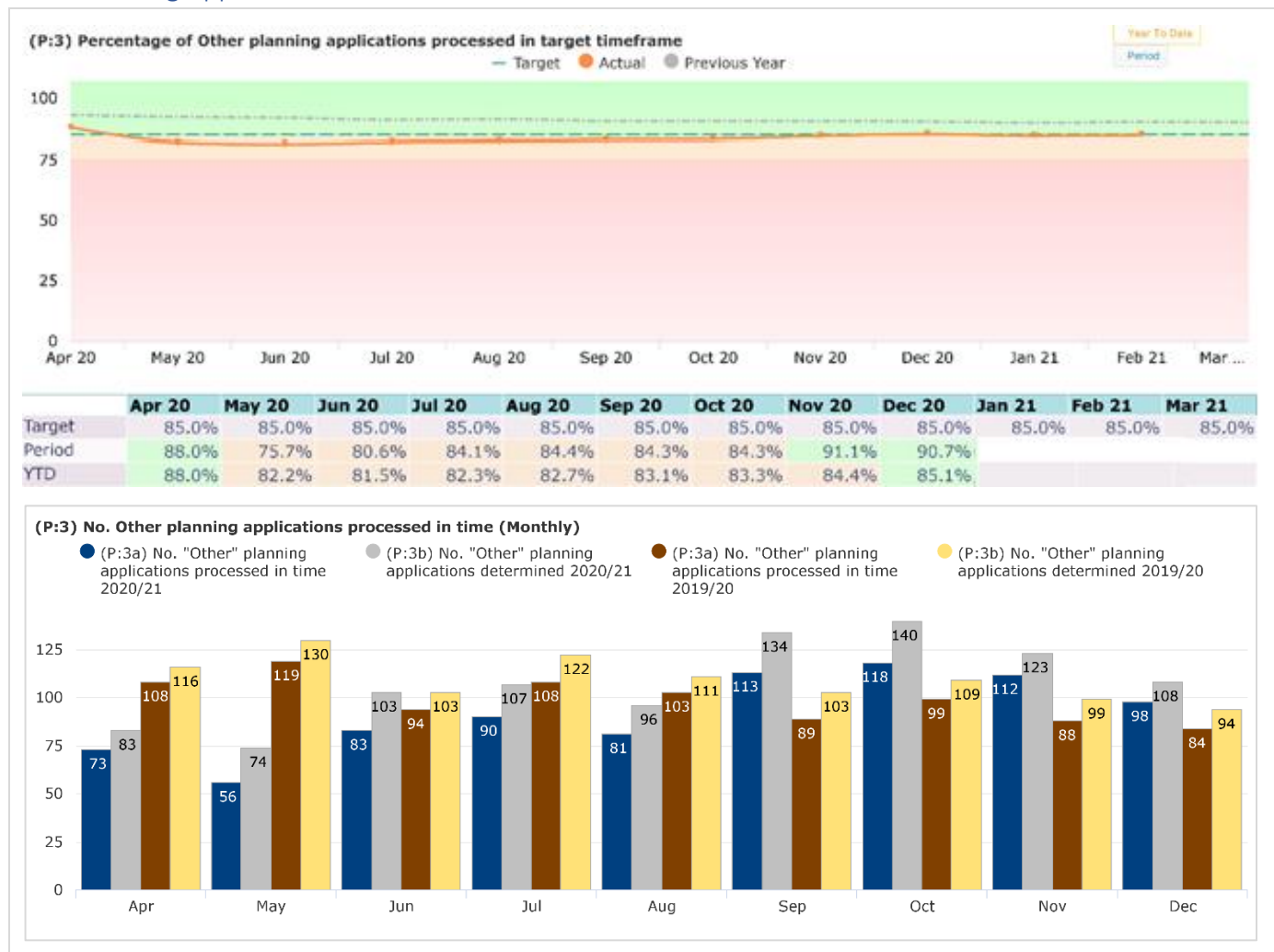
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Q3 Commentary

The target for this measure is 70% with red flag raised if performance is equal to or below 60%.

As at the end of Q3 year-to-date performance stands at 74.7% (168/225), above target by 4.7 but lower than year-to-date performance in Q2 2019/20 (80.2%, 223/278). There are no major concerns regarding performance against this measure and monthly performance has remained above target for Q3. Benchmarking data available up to the end of Q2 shows that quarterly performance lesser than South East and England performance for 2020/21 though it has been broadly in line with South East and England figures for the previous year.

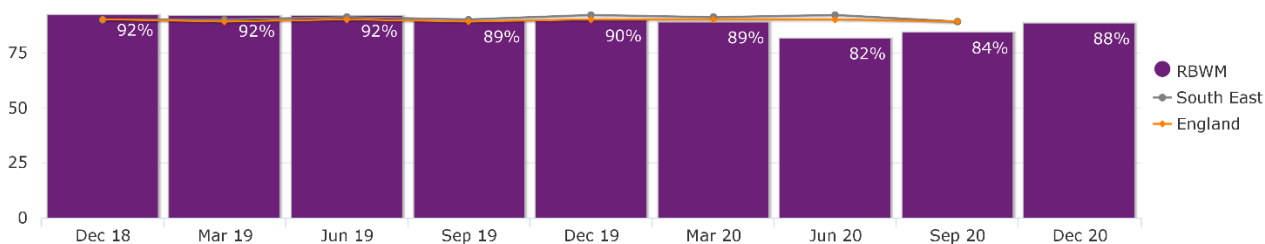
7.3. Planning Applications: Other



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Benchmarking: Quarterly Figures (P:3) Percentage of Other planning applications processed in target timeframe

Source: <https://www.gov.uk/government/statistical-data-sets/live-tables-on-planning-application-statistics>



	Dec 18	Mar 19	Jun 19	Sep 19	Dec 19	Mar 20	Jun 20	Sep 20	Dec 20
RBWM	92%	92%	92%	89%	90%	89%	82%	84%	88%
South East	90%	90%	91%	90%	92%	91%	92%	89%	89%
England	90%	89%	90%	89%	90%	90%	90%	89%	89%

Q3 Commentary

The target for this measure is 85% with red flag raised if performance is equal to or below 75%. The May figures have been updated changing the Q1 performance from 82.8% to 81.5% (both amber) and Q2 performance from 83.6% to 83.1% (both amber).

As at the end of Q3 year-to-date performance stands at 85.1% (824/968), above target by 0.1 and lower than year-to-date performance in Q2 2019/20 (90.4%, 892/987). The monthly performance in Q3 has improved and has been above target in the months of November and December. The volume of incoming applications is broadly consistent with 2019/20 volumes. Benchmarking data is available up to the end of Q2 2020/21 shows that quarterly performance is broadly in line with South East and England performance.

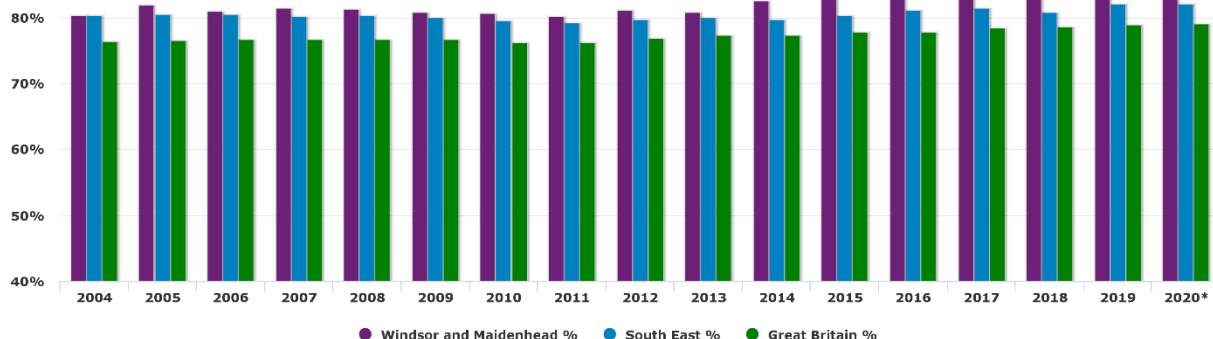
8. Business Intelligence: Local employment trends

8.1 This section includes the most recent Local Employment data available from the Nomis Official Labour Market Statistics.

Economically active

Local Employment - Economically Active

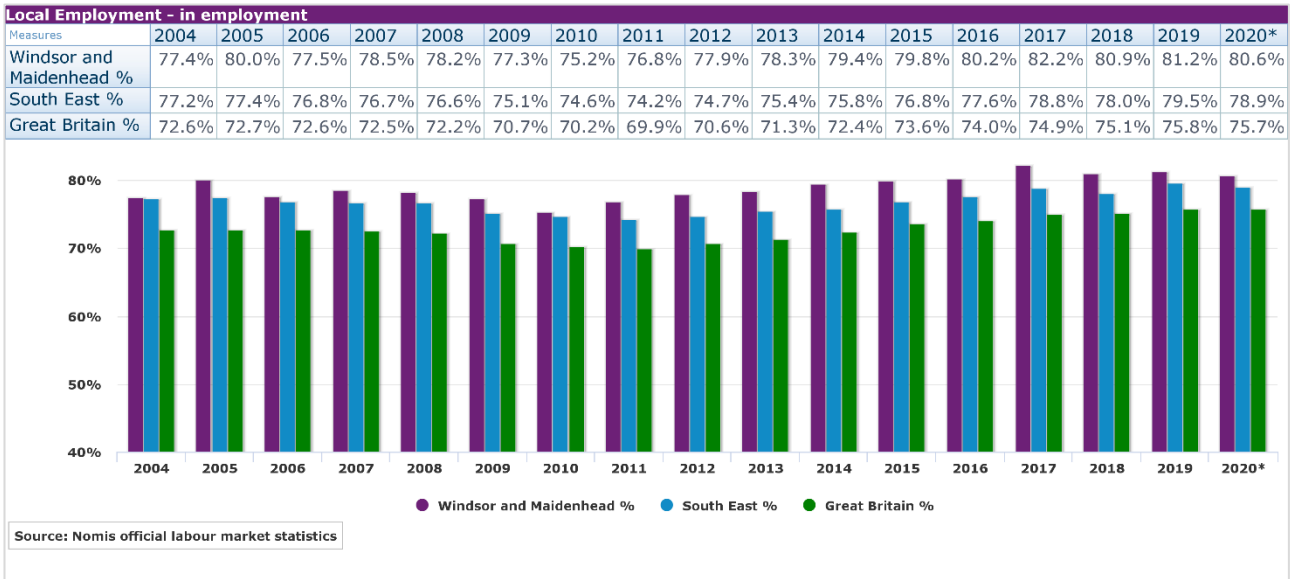
Measures	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020*
Windsor and Maidenhead %	80.3%	81.8%	80.9%	81.3%	81.2%	80.8%	80.5%	80.1%	81.0%	80.8%	82.4%	83.2%	83.2%	84.2%	83.1%	83.3%	82.8%
South East %	80.2%	80.4%	80.4%	80.1%	80.2%	79.9%	79.4%	79.1%	79.6%	80.0%	79.7%	80.3%	81.0%	81.4%	80.8%	82.0%	82.0%
Great Britain %	76.3%	76.5%	76.7%	76.6%	76.7%	76.7%	76.1%	76.1%	76.8%	77.2%	77.3%	77.8%	77.8%	78.4%	78.5%	78.9%	79.0%



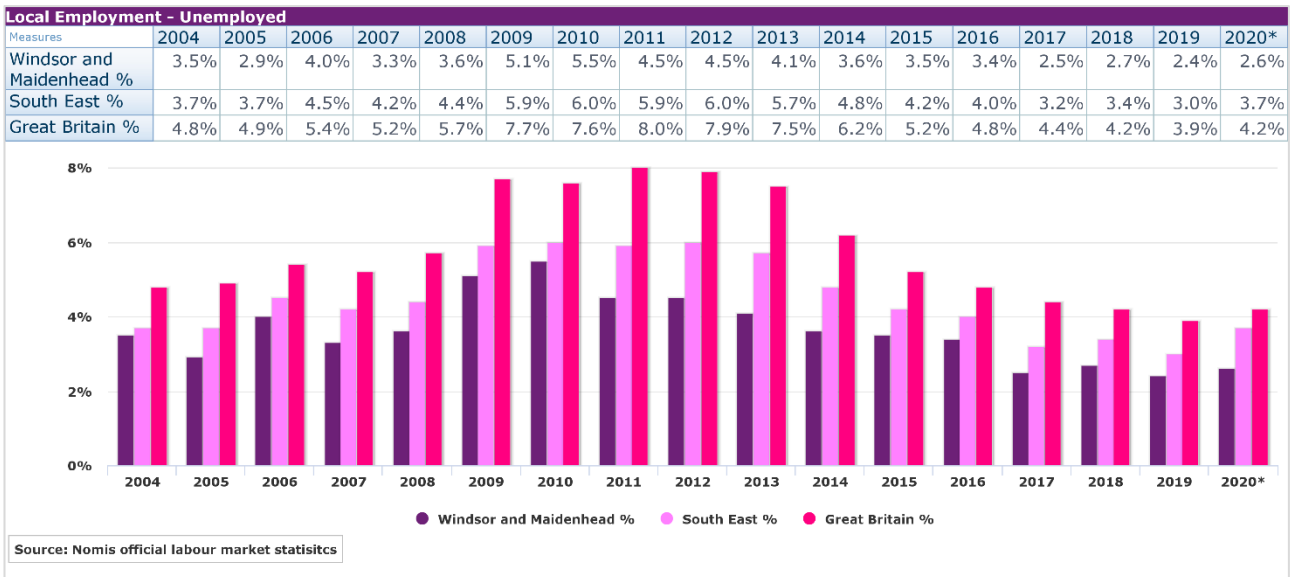
Source: Nomis official labour market statistics

Infrastructure Overview and Scrutiny Panel: Q3 2020-21 Performance Report

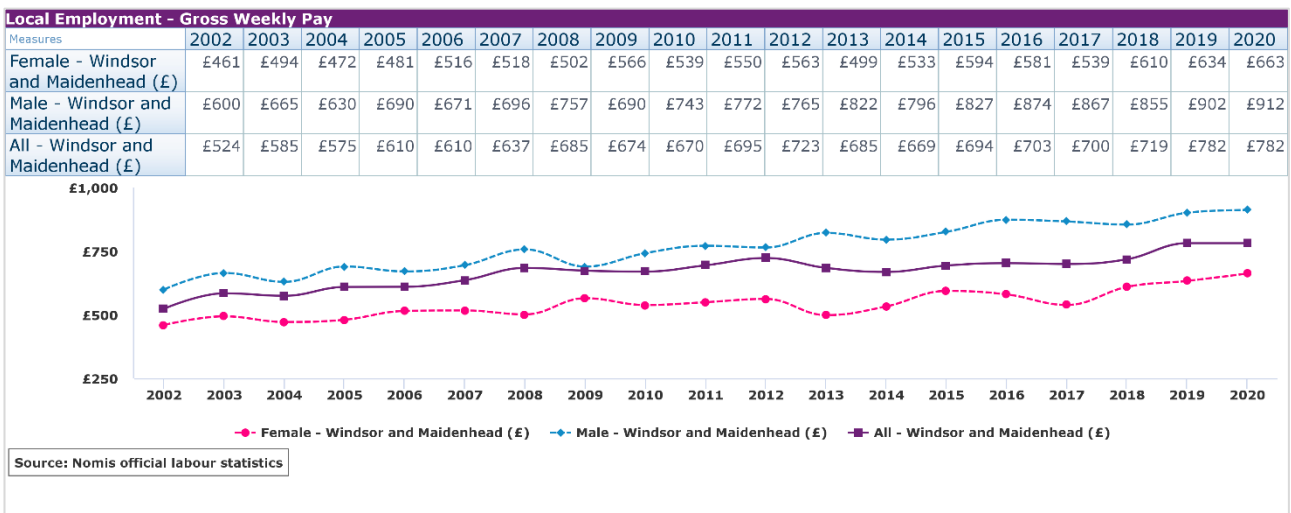
In employment



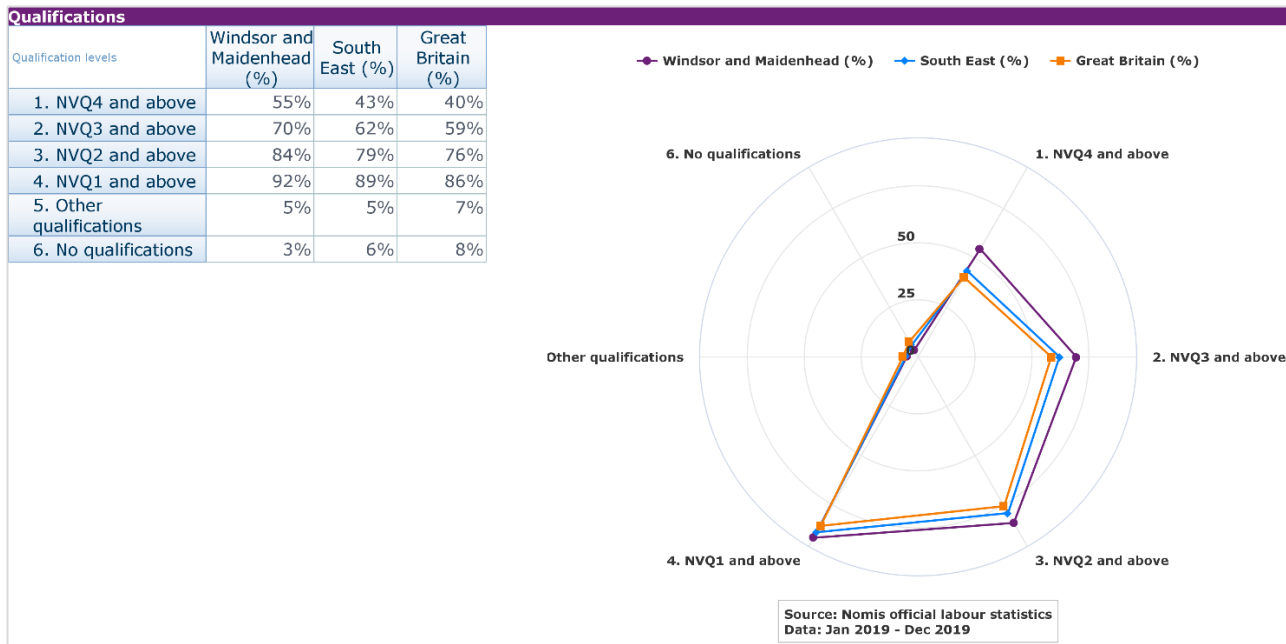
Unemployed



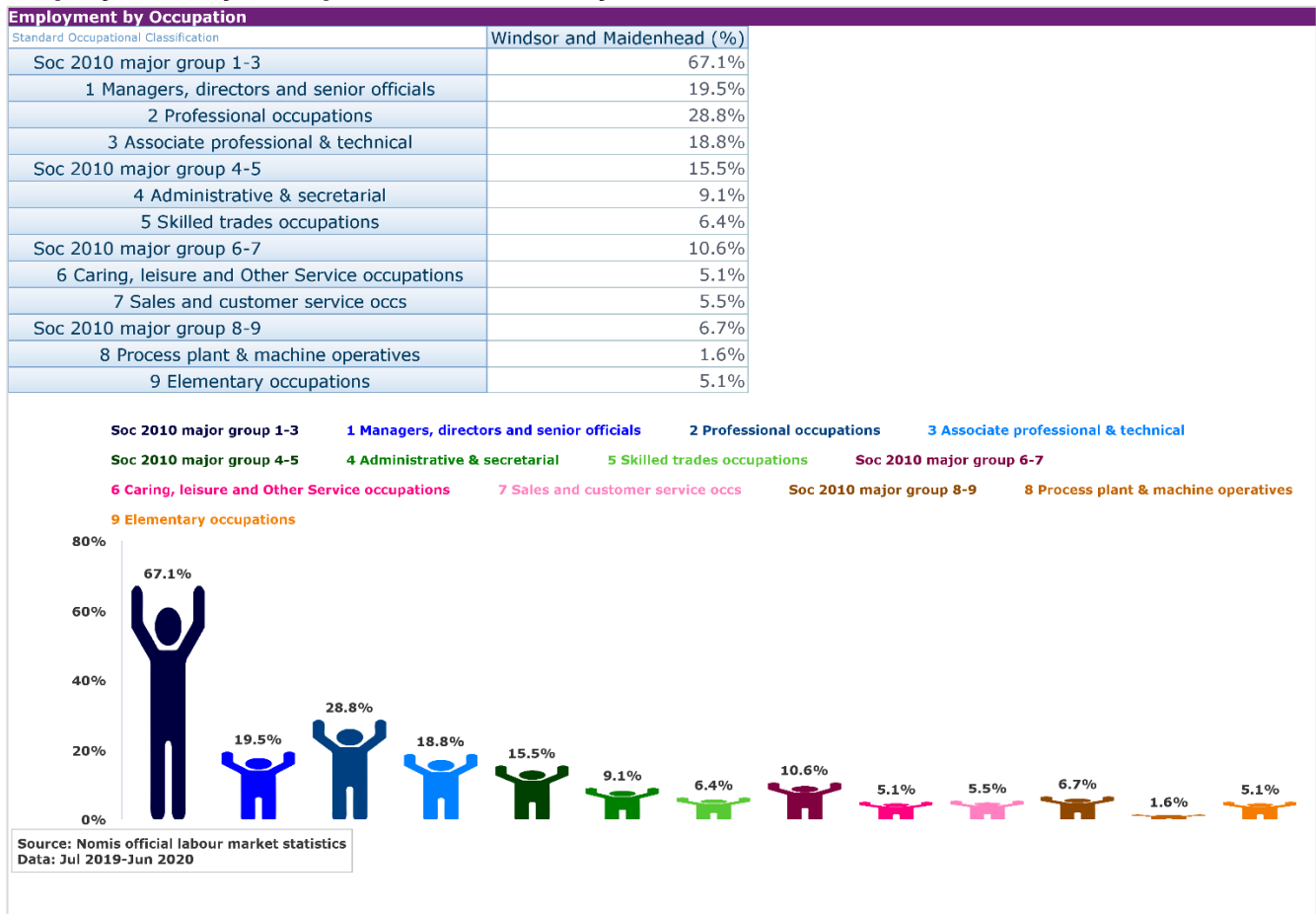
Gross weekly pay



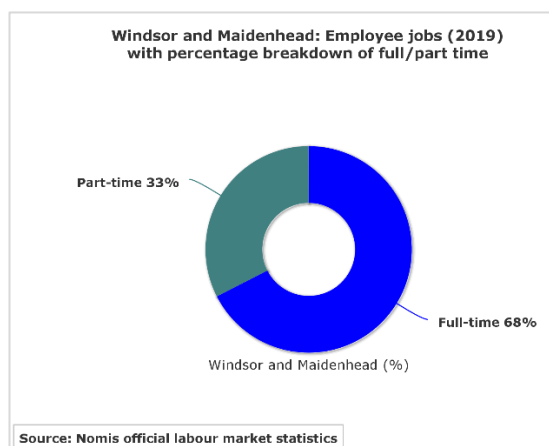
Qualifications



Employment by occupation and industry



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Local Employment - employee jobs by Industry

Measure	Windsor and Maidenhead (%)	South East (%)	Great Britain (%)
B : Mining and quarrying	0.2%	0.1%	0.2%
C : Manufacturing	3.0%	6.6%	8.0%
D : Electricity, gas, steam and air conditioning supply	0.7%	0.4%	0.4%
E : Water supply; sewerage, waste management and remediation activities	0.5%	0.8%	0.7%
F : Construction	7.2%	5.3%	4.9%
G : Wholesale and retail trade; repair of motor vehicles and motorcycles	15.7%	16.4%	15.0%
H : Transportation and storage	1.5%	4.5%	4.9%
I : Accommodation and food service activities	9.6%	7.7%	7.7%
J : Information and communication	10.8%	5.7%	4.3%
K : Financial and insurance activities	1.8%	2.7%	3.5%
L : Real estate activities	1.8%	1.4%	1.7%
M : Professional, scientific and technical activities	13.3%	9.1%	8.8%
N : Administrative and support service activities	6.0%	8.4%	8.9%
O : Public administration and defence; compulsory social security	1.5%	3.2%	4.4%
P : Education	9.6%	10.0%	8.7%
Q : Human health and social work activities	8.4%	12.9%	13.1%
R : Arts, entertainment and recreation	5.4%	2.3%	2.5%
S : Other service activities	3.0%	2.4%	2.0%

Report Title:	Lead Local Flood Authority
Contains Confidential or Exempt Information	No - Part I
Lead Member:	Cllr Cannon, Lead Member for Public Protection and Parking
Meeting and Date:	Infrastructure Overview and Scrutiny Panel - 6 April 2021
Responsible Officer(s):	Simon Dale – Interim Head of Highways Chris Joyce - Head of Infrastructure, Sustainability and Transport
Wards affected:	All

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REPORT SUMMARY

This report provides Members with an outline of a presentation that will be made by RBWM officers and Project Centre colleagues at the meeting on 6 April regarding the council's roles and responsibilities as Lead Local Flood Authority. The presentation slides will be shared with committee Members ahead of the meeting to allow time to prepare questions and raise points.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Infrastructure Overview and Scrutiny Panel notes the report and presentation content and ask questions, thereon.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Note the presentation and comment thereon. This is the recommended option	None

2.1 This report recommends noting the content of the presentation and seeks Members' views and questions arising from it. The presentation will also provide Members with the opportunity to speak directly to officers about LLFA duties and responsibilities.

3. KEY IMPLICATIONS

3.1 The Royal Borough of Windsor and Maidenhead is the Lead Local Flood Authority (LLFA) as defined in the Flood and Water Management Act 2010. It is responsible for leading local flood risk management across the Borough. The LLFA effectively coordinates and manages flood risk with several other risk management

authorities including the council as Highway Authority, the Environment Agency and Thames Water.

3.2 In addition to leading and coordinating flood risk management activities, the LLFA is responsible for managing flood risk from surface water, groundwater and ordinary watercourses within the Borough.

3.3 The LLFA also undertakes a statutory consultee role providing technical advice on surface water drainage to the council as Local Planning Authority on major developments (10 dwellings or more).

3.4 The council as Highway Authority is responsible for maintaining the highway drainage system and to protect the highway from flooding. In practice the LLFA and Highway Authority roles of the council work together to improve local flood risk issues.

3.5 The Environment Agency has both a national strategic role and local operational role in relation to Flood Risk Management, including managing flood risk from Main Rivers and reservoirs.

3.6 Thames Water has several responsibilities around flood risk management, relating to public sewers.

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 There are no financial implications through this presentation of information.

5. LEGAL IMPLICATIONS

5.1 Under the Flood and Water Management Act 2010 (the Act), the Council became a Lead Local Flood Authority (LLFA) responsible for coordinating the management of local flood risk from surface water, ground water and ordinary watercourses in the Borough.

5.2 The Council is contracted with Project Centre to provide flood risk management services and with VolkerHighways to provide highway drainage services across the Royal Borough.

5.3 No legal issues are anticipated to arise through this presentation of information.

6. RISK MANAGEMENT

6.1 There are no risks associated with this presentation of information.

7. POTENTIAL IMPACTS

7.1 Equalities. No Equality Impact Assessment is associated with this presentation.

7.2 Climate change/sustainability. A likely impact of climate change in the UK is an increased flood risk to the built environment including people's homes and businesses.

7.3 Data Protection/GDPR. No impacts.

8. CONSULTATION

8.1 Not applicable

9. TIMETABLE FOR IMPLEMENTATION

9.1 Not applicable

10. APPENDICES

10.1 None

11. BACKGROUND DOCUMENTS

11.1 The council's Local Flood Risk Management Strategy (December 2014) can be found on the [RBWM website](#)

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
Cllr Cannon	Lead Member for Public Protection and Parking	24/3/21	25/3/21
Duncan Sharkey	Managing Director	24/3/21	24/3/21
Adele Taylor	Director of Resources/S151 Officer	24/3/21	24/3/21
Andrew Durrant	Director of Place	24/3/21	
Kevin McDaniel	Director of Children's Services	24/3/21	24/3/21
Hilary Hall	Director of Adults, Health and Commissioning	24/3/21	24/3/21
Andrew Vallance	Head of Finance	24/3/21	
Elaine Browne	Head of Law	24/3/21	25/3/21
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	24/3/21	
Nikki Craig	Head of HR Corporate Projects and IT	24/3/21	25/3/21
Louisa Dean	Communications	24/3/21	25/3/21
Karen Shepherd	Head of Governance	24/3/21	24/3/21

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
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For information	No	Yes – presentation slides to be shared ahead of the meeting.
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Report Author: Sue Fox, Principal Commissioning Officer 01628 796348

Subject:	RBWM's CCTV System Review and Update
Reason for briefing note:	Infrastructure Overview and Scrutiny Panel request for an update following implementation of the capital project to replace the original community network of CCTV in RBWM
Responsible officer(s):	David Scott – Head of Communities
Senior leader sponsor:	Andrew Durrant – Director of Place
Date:	6 April 2021

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SUMMARY

The replacement of the Borough's CCTV systems and associated infrastructure was implemented in 2018/19 within the approved Capital cost of £1.3M. This was followed by a further period of system refinement in 2019/20.

The net annual revenue cost of the CCTV and Control Room Service had been reduced, although some of the original savings targeted have not been sustainable.

The current system continues to provide a very powerful deterrent and asset with respect to the prevention and detection of crime and contributes to improved community safety and general public perception and confidence of RBWM being a safe borough.

Work is ongoing to ensure the system is used effectively, is resilient and is fully exploited.

1 Background

1.1 As part of the 'Delivering Services Differently' work programme back in 2016/17 the need to update our community network of CCTV was identified, to transmission the analogue system to a digital system was agreed. This was intended to refresh outdated technology with much more current technology and to seek financial savings that twenty first century could offer.

1.2 A detailed technological review of the public space community network of CCTV was undertaken using an external specialist which result in a capital investment project being approved in August 2017 which was to replace the CCTV systems, and the operating platform and infrastructure. The solution proposed was to move towards a wireless network solution and so to reduce the reliance on a cable-based network that the analogue system used.

1.3 The community network that was to be replaced was installed in the early 1990's and was implemented to support a range of benefits towards improved community safety. RBWM is a high-profile location for a number of reasons and the network helps both

the Borough and TVP to deter and detect crime and as a key aid in the response to and the management of security incidents in the area.

- 1.4 The overall network and operation comprise of four main components in addition to the team of staff who operate the control room services, 24 hours a day, 7 days a week and 52 weeks a year. In addition to the monitoring and management of the CCTV network, the Control Room Staff provide the core of the out of hours operational cover for the Borough. The four main components are:
 - The cameras and poles,
 - the networks connections
 - The control room displays and monitoring equipment and
 - the software platforms that enable the real time images to be relayed and recorded and recalled when needed for investigation and evidential purposes
- 1.5 The community network comprises of approximately 260 camera that are either in the community across the town centres, outlining rural communities or in RBWM owned car parks. The network of cameras in made up of a mixture of high definition pan/tilt/zoom (PTZ) cameras, high definition LED light cameras, high definition fixed view cameras, and standard definition cameras.
- 1.6 The network in provided by a mixture of radio wave wi-fi type transmitter and fibre connections.

2 KEY IMPLICATIONS

- 2.1 Following the market review and the procurement process CDS Systems were selected to be the provider of the new system and in conjunction with our in house IT team, and the Boroughs external specialist advised Global MSC Ltd, developed the final details of the replacement system.
- 2.2 The project replacement process began in late 2018 and was more or less completed subject to final snagging and system refinements by April 2019. The new system offers considerable additional functionality enhancements as a result of the new systems and the Control Room Team were re-trained to be able to develop their knowledge and use of the systems.
- 2.3 As the system is live 24 x 7, the replacement project took the opportunity that as there was inevitably going to be some disruption caused by the equipment change overs to refresh the Control Room itself as it is very difficult to undertake this sort of routine building / control room space and maintain the service and security under that the normal operation procedures require. The system operates under the guidance and requirements of the Surveillance Camera Commissioner's office (SCC) and the Surveillance Camera Code of Practice (SC Code).
- 2.4 All CCTV Operators are trained and hold Security Industry Authority (SIA) licences for, "Public space surveillance", which is the industry standard for this type of role.
- 2.5 RBWM is currently working towards gaining third party certification scheme from the SCC, which will confirm our compliance with a range of regulations including RIPA (Regulation of Investigation Powers Act 2000), and whilst the third party scheme is

currently a voluntary scheme it is expected this will become a mandatory requirement in the coming years.

- 2.6 The upgrade to a digital system and solution is allowing RBWM to work with Thames Valley Police to adopt a digital evidence management system (DEMS) which will in the fulness of time, allow digital evidence to be shared with TVP and their case management systems, improving security and continuity of evidence and reduce the resources required to investigate incidents, crimes, and ultimately support the prosecution of criminals.
- 2.7 Camera images are retained and stored on a rolling basis for a period of 31 days, after which the images are deleted. The new Control Room layout includes a Review Suite which can be used by the Police without the direct interruption to the day to day operations of the control room that the previous systems had. This will continue to be a useful feature as the DEMS is implemented.
- 2.8 The system also enables live images of incidents to be sent to the TVP control Room at Kidlington.

3 DETAILS

- 3.1 Once the backbone of the new system was completed in April 2019 there was a further period of system refinement to test and resolve a number of issues, that became evident over the subsequent year, these were addressed under the contract implementation arrangements. The main contractor worked with RBWM to address and resolve these items, which were a mixture of issues including camera type / location, image quality under differing light conditions, system connectivity and resilience, network capacity and speed. The increase in image quality the new cameras provide significantly increased the bandwidth demands, and the additional functionality of some other aspects of the system, and combined with the general shift towards 'wireless' connections to reduce the annual operating costs associated with the dedicated fibre connections, and the surge in the wider community use of wi-fi, required some network modifications to be made.
- 3.2 There have been a number of examples where the wireless links have not been as resilient as demands require and changes to frequency or types of links have been implemented to overcome these issues. New buildings, increased tree canopies (density and volume), competition with other wi-fi sources, and other street furniture changes have all required minor changes to be made to ensure the overall connectivity and capacity in not causing camera links to be lost or quality to be compromised.
- 3.3 Whilst there has been a significant reduction in annual operating costs through the reduction in BT dedicated links, some of the wi-fi connections have been reversed to ensure the required resilience. The backbone of the link between the Maidenhead part of the system and the Windsor hub is a good example of where the wireless solution simply could not offer and provide the required quality of connection due to the volume of data being transferred. This has been returned to a fibre link and has proved much more resilient and has capacity to additional signal traffic if required. A number of the remaining wireless connection links are still being actively reviewed and options explored to determine the best long-term solution to ensure reliable

connectivity. It is expected that some of these may need to be returned to fibre connections.

- 3.4 As part of the upgrade a number of new cameras were added to the network to fill in blind spots or provide additional deterrent or increased safety measures. With hindsight the original network design did not include sufficient latent capacity for the expansions that have been made.
- 3.5 The implementation of some new camera, or the rearrangements replacement camera to exploit their full potential has in some areas proved slower than originally expected, but this is generally because of the need to coordinate a number of different contractors who need to operate in sequence and cannot operate in parallel.
- 3.6 Some of the earlier strategic and tactical ambitions to work in conjunction with the Police and their other force-wide CCTV systems ambitions has proved frustrating and slow, although the operational joint working continues to be highly effective, and routinely results in positive resolution to incidents and crimes that would simply not be possible without a community network of CCTV cameras.
- 3.7 In the original business case, it was envisaged that the size of the control room team could be substantially reduced from what was a team of 10 FTE plus a service manager. Experience has evidenced the original reductions were not sustainable. There is now a shared Service Manager, a dedicated CCTV Lead and 8 CCTV Operators. There has been a reduction of one full time supervisor and the service manager role is now shared with other services, and so the reduction has been approximately a 1.5 FTE net reduction. This is two FTE less that was originally targeted.
- 3.8 The impact of the Covid pandemic has tested the staffing resilience and arrangements and the team have adapted and flexed throughout the 2019/20 period to ensure the Control Room services have remained operational 24 hours a day seven days a week. CCTV Operators have been either being ill or self-isolating due to Covid. The service has been supported by the members of the Community Wardens team who are SIA licensed. There have been a number staff changes over the last two years through general turnover, (retirement, careers changes and developments), and the team is now back to full quota.
- 3.9 The CCTV and Control Room staff team deal with a huge range of service requests through out the day and night and at weekends. They are very effective at dealing with emergencies and distinguishing between what is a genuine 'emergency and urgent' situation from others that should be and are dealt with by services as 'business as usual' on the next available working day.
- 3.10 There has been a successful push to maximise the use of the system. It has been utilised by the Licensing team to gain evidence of licence breaches, the Insurance Team to rebut claims against the Royal Borough and the Community Warden Team to tackle ASB. It is frequently used to monitor officer safety and to search for missing, and find, vulnerable members of the public. The system has been used during the pandemic for example to evaluate social distancing.
- 3.11 The network of cameras can continue to be extended if funding is available, such funding can be through S106 contribution, contributions from partner organisation

such as Housing or Residents Associations or Parish Councils, or the borough's own capital programme. At least Parish Council has decided to fund a new and additional camera, which is currently being installed and made live. It is expected this will add to and support the prevention and detection of crime coming into the parish, as there is a local perception that the village is used as a cut through from the adjacent motorway network at key times, and for other criminal activities.

4 RISKS

- 4.1 The replacement CCTV system has enabled a number of obsolete and low-tech systems to be superseded by a modern powerful system. There is ongoing work to further improve the reliability of some weaknesses in the wireless network.
- 4.2 The small size of the CCTV team and the need to staff the service 24 x 7 means there is a low level of resilience, however the team has coped well with the significant challenges that the Covid Pandemic has given the service.
- 4.3 The community camera are signed to enable the public to be aware of who operate the camera network. This meets the requirements under the legislation. The borough has seen a significant increase in requests for CCTV based evidence and these requests are dealt with through the Data Protection Officer in order to ensure they are correctly processed.
- 4.4 The monitoring of the camera network is covered by Data Privacy and Impact Assessment and each camera is subject to Operational Requirement in accordance with the Data Protection Act.

5 NEXT STEPS

- 5.1 Develop and resolve the ongoing wireless links so as to secure connections to all cameras that are reliable and resilient.
- 5.2 Continue to work with TVP towards the implementation of their DEMS developments.
- 5.3 Continue to develop and refine our third-party accreditation scheme in preparation for this being a requirement at a later date.
- 5.4 Develop an annual programme of works to ensure trees or other external factors do not compromise or weaken the resilience of the system.
- 5.5 Work with suppliers to complete outstanding camera installations.

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Report Title:	Highways Maintenance and Management Contract – current performance and future options for its delivery.
Contains Confidential or Exempt Information	No – Part I
Lead Member:	Councillor Clark – Lead Member for Transport and Infrastructure
Meeting and Date:	Infrastructure Overview and Scrutiny Panel – 6 th April 2021
Responsible Officer(s):	Simon Dale – Interim Head of Highways
Wards affected:	All

REPORT SUMMARY

This report provides Members with an outline of a presentation that will be made by RBWM officers regarding the current performance of the highway maintenance contract, currently being delivered by VolkerHighways. The initial term runs until 2022 (with a potential two-year extension) and explores options for the future of this service. The presentation slides will be shared with Panel Members ahead of the meeting to allow time to prepare questions and raise points.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Infrastructure Overview and Scrutiny Panel notes the report and presentation content and ask questions, thereon.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
Note the presentation and comment thereon. This is the recommended option	None

2.1 This report recommends noting the content of the presentation and seeks Members' views and questions arising from it. The presentation will also provide Members with the opportunity to speak directly to officers about the current highways contract and options for future service delivery.

3. KEY IMPLICATIONS

The Royal Borough is contractually, required to notify the existing provider within 12 months of the initial term expiring (April 2022) about whether it has an intention to

extend the contract using the provisions within the contract. Agreement needs to be made on whether the 2-year extension is granted. If this is not granted the service provider will cease to operate from April 2022.

4. FINANCIAL DETAILS / VALUE FOR MONEY

The value of the VolkerHighways contract in 2021/22 is £3,886,030, which reflects the 2021-22 efficiency savings, of £170,000.

The proposed extension will deliver further efficiencies throughout the duration of the contract, up until 2024.

5. LEGAL IMPLICATIONS

There are no legal implications associated with this presentation.

6. RISK MANAGEMENT

There are no risks associated with this presentation of information.

7. POTENTIAL IMPACTS

7.1 No Equality Impact Assessments are required for this report.

7.2 Data Protection/GDPR. No impacts.

8. CONSULTATION

8.1 Not applicable

9. TIMETABLE FOR IMPLEMENTATION

9.1 Not applicable

10. APPENDICES

10.1 Appendix A – presentation slides (to follow)

11. BACKGROUND DOCUMENTS

None

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Date returned
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Cllr Clark	Lead Member for Transport and Infrastructure.	23/3/21	23/3/21
Duncan Sharkey	Managing Director	23/3/21	24/3/21
Adele Taylor	Director of Resources/S151 Officer	23/3/21	24/3/21
Andrew Durrant	Director of Place	23/3/21	
Kevin McDaniel	Director of Children's Services	23/3/21	
Hilary Hall	Director of Adults, Health and Commissioning	23/3/21	24/3/21
Andrew Vallance	Head of Finance	23/3/21	
Elaine Browne	Head of Law	23/3/21	
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	23/3/21	24/3/21
Nikki Craig	Head of HR Corporate Projects and IT	23/3/21	25/3/21
Louisa Dean	Communications	23/3/21	
Karen Shepherd	Head of Governance	23/3/21	23/3/21

REPORT HISTORY

Decision type:	Urgency item?	To follow item?
For information	No	Covering report: No; Presentation slides – Yes; to be shared ahead of the meeting.

Report Author: Vikki Roberts, Principal Commissioning Officer 01628 796179

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Report Title:	Infrastructure Overview and Scrutiny Panel - Annual Report 2020/21
Contains Confidential or Exempt Information	No - Part I
Member reporting:	Councillor Luxton, Chairman of the Panel
Lead Officers:	Duncan Sharkey, Managing Director Andrew Durrant, Director of Place Simon Dale, Interim Head of Highways Tracy Hendren, Head of Housing and Environmental Health Service Chris Joyce, Head of Infrastructure, Sustainability & Economic Growth Adrien Waite, Head of Planning
Meeting and Date:	Full Council June 2021

REPORT SUMMARY

Part 9A B4 of the council constitution requires an Overview and Scrutiny Panel to report annually to full Council on *'its workings and make recommendations for future work programmes and amended working methods if appropriate'*.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That full Council notes the annual report of the Infrastructure Overview and Scrutiny Panel

2. CHAIRMAN'S INTRODUCTION

- 2.1 During the Municipal year 2020/2021, the Infrastructure Overview and Scrutiny Panel considered several issues which impact the residents of the Royal Borough of Windsor and Maidenhead. Some of which and still on a continued work programme and will be monitored by the panel to oversee progress.
- 2.2 Executive Members, officers of the Council, Cabinet Members and Councillors were invited to attend the meetings to provide evidence, answer questions, address issues raised and prioritise decisions taken by the Panel.
- 2.3 The Infrastructure Overview and Scrutiny Panel also considered a number of reports, decisions, as well as call-ins relating to Executive Cabinet decisions, listed below.

3. TOPICS SCRUTINISED DURING THE MUNICIPAL YEAR 2020/21

- 3.1 **CIL Review - Progress Update Report**
- 3.2 **Homelessness Strategy**

Following Panel Members suggestions, the Equality Impact Assessment was reviewed, the Strategy was to mention Ascot, and a future update report was expected in a future meeting.

3.3 Work Programme

43 topics were proposed and discussed, with items programmed for future meetings or directed to the appropriate Panels and Forums.

3.4 Annual Complaints Report

The Panel were informed of the complaints and compliments and noted the item.

3.5 Place Recovery Strategy

The report was brought to the Infrastructure Overview and Scrutiny Panel, before going to Cabinet. The Panel noted the item.

3.6 5G T&FG Scoping Document

The Panel noted the item and Chris Joyce agreed to provide the Panel with a timeline and strategy for digital infrastructure in a future meeting.

3.7 Singular Use Plastics Update

The item came on the agenda from the Communities Overview & Scrutiny Panel. The Panel noted the item.

3.8 Fly Tipping Review

3.9 VolkerHighways Ltd. Annual Review

3.10 Highways Investment Report

3.11 Capital Programme Update

3.12 River Thames Scheme Partnership Funding

3.13 Safety of Highway Trees

3.14 Active Travel Measures

An urgent item that was brought to the Panel.

3.15 Budget 2021/22 Report

3.16 Infrastructure Delivery Plan

3.17 Capital Programme Processes

3.18 Housing Strategy

3.19 **Q1, Q2 and Q3 Performance Reports**

3.20 **Call In - Interim Sustainability Position Statement**

It was agreed to take no further action on the call in on the Interim Sustainability Position Statement.

4. CALL-INS CONSIDERED DURING THE MUNICIPAL YEAR 2020/21

4.1 **Interim Sustainability Position Statement**

It was agreed to take no further action on the call in on the Interim Sustainability Position Statement.

5. RESIDENT SUGGESTIONS CONSIDERED DURING THE MUNICIPAL YEAR 2020/21

5.1 No resident suggestions were received.

6. TASK AND FINISH GROUPS ESTABLISHED DURING THE MUNICIPAL YEAR 2020/21

6.1 No Task and Finish Groups were undertaken.

7. PROPOSALS FOR IMPROVED WORKING METHODS

7.1 Clear objectives and Work Programme.

7.2 Increased officer resource to ensure the Panel has the right level of support.

7.3 Improvements on how the Panel plans and organises its Work Programme items and give Members more time for questions, discussions, and debate.

7.4 Receive officer reports with greater notice so Panel Members can review in advance of the meeting.

7.5 Review the Annual Scrutiny Report item during the municipal year.

7.6 Reduced changes to the Chairmanship of the Panel.

7.7 Greater scrutiny of reports and policies and provision of recommendations to Cabinet by the Panel.

8. THANKS

8.1 The Panel would like to thank the following individuals and organisations for their involvement in the scrutiny process this year:

- All officers for providing their support and reports.
- Cabinet Members for their attendance and contribution.

- All current and previous Panel Members of the municipal year.
- Democratic Services officers for organising meetings.
- Members of public for their contribution.
- VolkerHighways Ltd for their contribution to the VolkerHighways Ltd. Annual Review item.

9. PROPOSED WORK PROGRAMME FOR THE MUNICIPAL YEAR 2021/22

9.1 The Panel proposes to consider the following topic areas for scrutiny in the coming municipal year:

Topics already in progress/carried over from 2020/21:

- Homelessness Strategy and Homelessness Forum Update
- Street Lighting Review
- Bus Routes
- Junction Improvements
- Maidenhead Town Centre CIL
- New Schools Infrastructure Plans
- Ascot Redevelopment
- Public Transport Requirements
- Carbon-free Power Infrastructure
- Air Quality and Traffic Monitoring
- Annual Monitoring Report

New topics:

- Pedestrian road safety (all pedestrians, children, school safety etc.)
- Affordable Housing
- 21 mph speed limit across the Borough
- 5G Discussion

10. APPENDICES

10.1 This report is supported by 1 appendix:

- Appendix A - Work Programme

REPORT HISTORY

Decision type: For information	Urgency item? No	To Follow item? No
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WORK PROGRAMME - INFRASTRUCTURE OVERVIEW AND SCRUTINY PANEL

To include consideration of items scheduled on the [Cabinet Forward Plan](#).

DIRECTORS	<ul style="list-style-type: none"> • Duncan Sharkey (Managing Director) • Andrew Durrant (Director of Place)
LINK OFFICERS & HEADS OF SERVICES	<ul style="list-style-type: none"> • Simon Dale (Interim Head of Highways) • Tracy Hendren (Head of Housing and Environmental Health Service) • Chris Joyce (Head of Infrastructure, Sustainability & Economic Growth) • Adrien Waite (Head of Planning)

MEETING: 8TH JUNE 2021

ITEM	RESPONSIBLE OFFICER
Annual Complaints Report	Nikki Craig , <i>Head of HR, Corporate Projects and IT</i>
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 21ST SEPTEMBER 2021

ITEM	RESPONSIBLE OFFICER
Q1 Performance Update Report	Andrew Durrant , <i>Director of Place</i>
Annual Scrutiny Report - Draft	Chairman & Lead Officers
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 18TH JANUARY 2022

ITEM	RESPONSIBLE OFFICER
Budget 2022/23 Report	Lead Officers & Finance
Q2 Performance Update Report	Andrew Durrant , <i>Director of Place</i>
Annual Scrutiny Report - Draft	Chairman & Lead Officers
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

MEETING: 13TH APRIL 2022

ITEM	RESPONSIBLE OFFICER
Q3 Performance Update Report	Andrew Durrant , <i>Director of Place</i>
Annual Scrutiny Report (Final version for approval and	Chairman & Lead Officers

submission to Full Council)	
Work Programme	Panel clerk
TASK AND FINISH	
TBC	

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	RESPONSIBLE OFFICER
Homelessness Strategy and Homelessness Forum Update	Tracy Hendren, <i>Head of Housing and Environmental Health Service</i>
Street Lighting Review	Simon Dale, <i>Interim Head of Highways</i>
Bus Routes	Simon Dale, <i>Interim Head of Highways</i>
Junction Improvements	Simon Dale, <i>Interim Head of Highways</i>
Maidenhead Town Centre CIL	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>
New Schools Infrastructure Plans	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i> Kevin McDaniel, <i>Director of Children's Services</i> Ben Wright,
Ascot Redevelopment	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>
Public Transport Requirements	Simon Dale, <i>Interim Head of Highways</i> Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>
Carbon-free Power Infrastructure	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>
Air Quality and Traffic Monitoring	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i> Simon Dale, <i>Interim Head of Highways</i>
Annual Monitoring Report	Adrien Waite, <i>Head of Planning</i>

TASK AND FINISH GROUP SUGGESTIONS	RESPONSIBLE OFFICER
CIL	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>

Homelessness and housing solutions	Tracy Hendren, <i>Head of Housing and Environmental Health Service</i>
Digital Infrastructure	Chris Joyce, <i>Head of Infrastructure, Sustainability & Economic Growth</i>

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